

THE INCLUDE PROJECT

England & Wales · Charity number 1177785

Details

Status Registered

Legal form CIO

Registered 2018-04-03

Register [View on the Charity Commission register](#)

Contact

Address 37 South Mead
Redhill
RH1 2EL

Phone 07446897835

Email info@include.org

Website www.include.org

Activities

Objects: THE OBJECTS OF THE CIO ARE:(A) THE RELIEF OF THOSE IN NEED BY REASON OF COMMUNICATION, MEMORY OR LEARNING DIFFICULTIES; AND(B) THE PROMOTION OF SOCIAL INCLUSION AMONGST THOSE WHO HAVE COMMUNICATION, LEARNING OR MEMORY DIFFICULTIES AND WHO ARE SOCIALLY EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF THEIR DISABILITY;THROUGH SUCH TRAINING, EDUCATION AND SERVICES AS THE TRUSTEES DEEM APPROPRIATE.NOTHING IN THIS CONSTITUTION SHALL AUTHORISE AN APPLICATION OF THE PROPERTY OF THE CIO FOR THE PURPOSES WHICH ARE NOT CHARITABLE IN ACCORDANCE WITH SECTION 7 OF THE CHARITIES AND TRUSTEE INVESTMENT (SCOTLAND) ACT 2005 AND SECTION 2 OF THE CHARITIES ACT (NORTHERN IRELAND) 2008.

Activities: Include.org provides creative community activities, training and consultancy to make the world more welcoming for people with understanding or speaking difficulties. We empower people with communication needs to help train inclusive communication partners within The Include Choir. We teach a range of evidence-based techniques to help others include people with communication needs.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** People With Disabilities

Geography

- Kent
- Oxfordshire
- Surrey
- West Sussex
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£170,011	£169,136	-	-
2024-03-31	£159,979	£132,489	-	-
2023-03-31	£109,078	£106,984	-	-
2022-03-31	£130,249	£87,122	-	-
2021-03-31	£63,000	£58,756	-	-

Trustees

Name	Role	Appointed
Bethany Farr		2024-07-22
Catherine Joan Wood		2022-12-20
Emma McKenzie		2024-07-22
Felicity Harrison		2024-07-22
Harriet Ayhan		2021-10-25
Heike Knip		2024-07-22
Jamie Bensted		2024-07-22
Martin Cornford		2024-07-22
Nigel Leach		2018-10-29
Sarah Jayne Manson		2024-07-22

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Accounts

**Annual Report
and
Unaudited Financial Accounts**

include.org

The Include Project

2024-2025



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for the year ended 31 MARCH 2025
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The Include Project
Registered Charity Number 1177785
Reference and Administration Details

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Mrs Cathy Wood - Chair
Mr Nigel Leach - Treasurer
Ms Harriet Ayhan - Safeguarding
Mr Heike Knip
Ms Beth Farr
Ms Emma McKenzie
Mr Martin Cornford
Ms Sarah-Jayne Manson
Mr Jamie Benstead
Ms Felicity Harrison

Key management Personnel

Alix Lewer - Chief Executive Officer & Operational Lead
Claire Fisker - Finance & Data Lead
Penny Sims - Communications, Fundraising & Partnerships Lead
Charlotte Harris - Clinical Lead

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

The Trustees & CEO present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of the Charities SORP (FRS 102) (effective 1 January 2019).

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Objectives & Activities

What we do and why

Objectives

The objectives of the charity, as stated in our Constitution, are:

- a) The relief of those in need by reason of communication, memory or learning difficulties; and
- b) The promotion of social inclusion amongst those who have communication, learning or memory difficulties and who are socially excluded from society, or parts of society as a result of their disability; through such training, education and sources as the trustees deem appropriate.

Vision

Better lives for people with communication needs

Our vision is a world with:

- 1. Better lives for people with communication needs.
- 2. Better understanding of communication needs.
- 3. Changes in public policy to reduce barriers to inclusion.

Mission

The charity's mission is to increase understanding of communication needs and provide activities which include and empower people with communication needs. We raise awareness, deliver training and run activities using speech and language therapy skills and research and based on our values.



Public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. The trustees have referred to the recommendations contained in the Charity Commission's

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general guidance on public benefit when reviewing the charity's aims and objectives and in setting the policies for the year.

What is the Need

Communication disability is much **more common than many realise**, and can occur for many reasons, because of a learning disability, autism or acquired brain injury, for example.

- 1 in 5 people will have or develop a communication need in their lifetime ([Communication access UK | RCSLT](#)).

The challenge is getting bigger.

- ASD (Autistic Spectrum Disorder) and SLCN (Speech Language and Communication Needs) have made up over 78% of new EHCPs for under 5s (Surrey JSNA 2025)

Being able to express yourself and be understood is **fundamental to health, safety and life chances**.

- 1,200 people with a learning disability die avoidably every year. This can be due to difficulties asking for help or explaining medical symptoms, or being able to flag abuse or neglect. (LeDeR Report 2023, Mencap 2020)

Achieving your goals and feeling connected can be difficult when you struggle with understanding and speaking. It can be hard to build friendships, join leisure activities, find a job, volunteer or access services if there is no support.

- The proportion of disabled people (13.9%) aged 16 years and over in England who reported feeling lonely "often or always" is almost four times that of non-disabled people (3.8%) (Office for National Statistics, March 2019)

This can significantly impact on **mental health and wellbeing**:

- 30-40% of autistic adults experience depression at some point in their lives, compared to about 7% of the general UK population.

How we help

We run community activities and training, all based on Speech and language therapy research and evidence. Our services increase awareness and skills in individuals, organisations and communities and improve the lives of people with communication needs through increased wellbeing, inclusion and empowerment.

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Our Services

We run 5 key services which support our mission:



The Include Choirs

- Weekly inclusive singing and signing sessions for members, based in Redhill and Epsom
- Online sessions on Zoom and Facebook live
- Performances at community events, conferences and more
- Outreach sessions for care providers, schools, third sector and businesses



The Champions Lived Experience Group

- Co-create accessible information about a range of topics, shared freely
- Produce and review external organisations' Easy Read information
- Co-design & co-deliver our training



Stroll and Sign Sessions

- Walks which improve health and wellbeing through exercise and contact with nature
- Structured social and communication skills development opportunities in an outdoor setting



Supported Volunteering Programme

- Volunteering which provides training and support for people with learning and communication needs.
- Development of skills for work



Speech & Language Therapy Training & Consultancy

- Accredited and bespoke training
- Makaton & Talking Mats courses
- Tailored inclusive communication/ mental capacity act training for a range of organisations
- Communication consultancy for individuals, families and care providers

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Achievement And Performance

Between April 2024 and March 2025, Include.org continued to grow; we delivered more services and events, reached more beneficiaries and trained more people than ever before.

What we delivered

Output	Total
Include Choir: Weekly Inclusive Music & Communication Sessions	100
Awareness-Raising / Educational Performances	32
Stroll & Sign: Inclusive Nature & Wellbeing Sessions	14
Champions: Expert by Experience Sessions (speech & language therapy led Self advocacy & Co-production work)	39
External Easy Read Resources created / reviewed	8
Training: Accredited Makaton training delivered	6
Workshops / Training sessions delivered	10
Volunteers / staff trained in Makaton	20



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Beneficiary Group	Total
Members (with learning or communication needs)	134
Family carers	37
Professional carers	140
Training recipients	557
Audience members / people reached per annum (approximate)	17,500
Volunteers	70
Supported volunteer hours donated	942

Growth

In line with previous years, the charity has continued to grow. Reflecting an ever-increasing need for our services in a social care and health landscape under continuing economic and capacity pressures.

Redhill choir

The Redhill choir has seen a further growth in membership of 21% and now has 103 members. Regular attendance (over 75% of sessions attended) by members has increased by 50% from last year.

Epsom choir

Epsom choir has retained 61% of last year's intake surge and continues to attract new members. We have seen a 200% increase in regular attendance (over 75% of sessions attended).

Stroll and sign

Stroll and sign has seen a 71% increase in members and 100% increase in communication partners this year. New members increased by 171% compared to last year. We have seen an increase in younger adults and male members. Also members with physical disabilities and mental health needs have increased by 500% and 100% respectively.

In some ways numbers don't do us justice. Using our clinical skills, we offer a truly bespoke service where quality is key. By tailoring communication and support to the individual, we ensure that we can create the biggest impact for individuals and communities.

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This case study demonstrates the dedication of Include staff and volunteers and how embedding speech and language therapy skills in practice, coupled with a willingness to go the extra mile to facilitate inclusion makes a significant difference to the outcomes and achievements of the people we support.

Case Example

W has a learning disability. He struggles to resist the urge to hug and touch people he met at The Include Choir, putting him at risk of aggression from others and communication and relationship breakdown. Our volunteer team, trained to note and report communication behaviours, raised a concern.

W consented to work further with our speech and language therapist, who met with him and his support team to better understand the reasons why he struggled with physical boundaries and to create a 'social story' - a short, visual story to help him understand the social situation and how to behave safely.

She delivered training to his social care support staff and Include's session team on how to use it.

The social story was made into a keyring for him to keep and share with people, with a back-up copy for choir. A motivating sticker reward system is used to reinforce his appropriate social communication.

Incident levels fell significantly, and we now have open channels of communication with the service that supports him if the situation changes.

This approach has improved W's inclusion within the group, allowed him to build new relationships and reduced risks. He observes boundaries well 95% of the time and he proudly collects his sticker each week.



I can show that I'm friendly by shaking hands or fist bumping instead

This is just one example of the way [Include.org](https://include.org) uses speech and language therapy expertise to work with individuals and teams; empowering people, upskilling social care staff and volunteers, reducing risk and boosting wellbeing and inclusion.

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Impact

This year, we continued to clarify and define our theory of change model with our stakeholders, further simplifying our universal measures of feedback and beginning to develop new feedback mechanisms in coproduction with our members, with support from the University of Surrey Research Ready Grant and MSc students from University College London.

This meant that the information that we gathered from members in the East and Mid-Surrey areas is more robust and complete than in previous years. We were delighted to showcase our work at the Surrey Heartlands Expo in July. We recognise that there is further work to be done to ensure we capture the voices and views of non-verbal members and their support networks, but are delighted to see the increased range of evidence-based measures and approaches that we can now use to capture our impact as illustrated in our theory of change model below.



- **Increased Enjoyment / Quality of Life**
- **Improved Mental Wellbeing**
- **Improved understanding of healthy choices**



The table below shows the feedback gathered from our membership this year. Members were asked, using visual supports, whether they agreed with 9 statements which demonstrated impact in each of the three domains of inclusion, empowerment and wellbeing.

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Combined Services Member Feedback Table 2024-2025

Impact	Area of Gain	Statement	% agree
Wellbeing	Improved Mood & Wellbeing	Include makes me feel happy	98
Wellbeing	Better Mental Health	Include helps my mental health	92
Wellbeing	Healthier lifestyles	Include helps me make healthy choices	64
Empowerment	Increased Confidence	Include helps me feel more confident	94.5
Empowerment	Increased autonomy, choice & decision- making	I help to make decisions at Include	85.5
Empowerment	Increased knowledge of rights	Include helps me understand my rights	90
Inclusion	Increased Community Engagement	Include helps me feel part of a community	87
Inclusion	Increased networks	I have made new friends since joining Include	89
Inclusion	Reduced Isolation	I feel less lonely since joining Include	82.5

While we are pleased to see the positive outcomes for the majority of our respondents, there is, as always, more work to be done, particularly in regards to promoting healthier lifestyles for our members. Staff and volunteers undertook MECC training with Surrey Community Action to help us develop skills in talking about health needs and signposting people to further services and we hope to improve our impact area going forwards. It was gratifying to see an increase in the number of people who reported that Include helped them understand their rights, which was achieved through accessible learning about the Mental Capacity Act across our services, through song, co-produced training and discussion.

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Meeting our Strategic Goals for 2024-2025

As always, [Include.org](https://include.org) began 2024 with an ambitious set of targets, informed by our stakeholder feedback and set by the staff team and Board. Significant progress was made in almost all areas, and brings us closer to our longer term ambitions. Where the goal is incomplete or has developed further, the learning informs our targets for the following financial year.

Aim	Actions	Goal Met
Increase organisational stability and sustainability	- Restructuring exercise & proposal - Recruitment to new Operational and Business Development Lead - Subsequent recruitment to fill vacancies and develop capacity - Organisational Resilience Evaluation & plan	Yes
	Develop fundraising capacity	No
Digital transformation	- Embed digital Customer Relationship Management system, Beacon - Gradually updated processes for data management across all charity domains	
	Update Include.org website	Partial
	Complete cyber-security audit and action plan	
Improve impact evaluation and research evidence base - by empowering members through coproduction	- Analyse audit results from previous year - Partner with University College London to evaluate efficacy of support offered Lived Experience members - Develop co-produced impact measurement tool - Re-evaluate and develop feedback measures within the services	
Increase wider support for people with communication needs by developing inclusive communication / speech and language therapy offer	- Pilot inclusive communication training pilot in social care - Develop and deliver inclusive communication learning for businesses - Develop and monitor Communication Corner offer at both choirs - Deliver and measure increased individual speech and language therapy support and outcomes	

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Empower more people with lived experience of communication needs	• Board Transformation - 80% of Trustees with lived experience of communication needs • Recruit Lived Experience Support Coordinator • Audit levels of support provided • Develop range of Champions work, with a focus on people's rights to reasonable adjustment under the Mental Capacity Act	
Reach more young people and families	• Work with schools and colleges • Develop other partnership avenues to working with young people and families	
	• Target Epsom Choir marketing for younger people	
Increase diversity and inclusion: develop connections with more ethnically diverse stakeholders and members	• Deliver inclusive communication and autism workshop for minority ethnic families via Surrey Minority Ethnic Forum • Deliver 16 online Makaton training sessions for Dalmar Somali Charity • Enrol in Pathways to Trustee	
	• Increase membership from ethnically diverse backgrounds	
	• Develop more musical links with minority ethnic groups	
Stabilise and grow Include Choirs	• Develop autonomy of Epsom Choir and increase membership • Increase staffing and volunteer levels for Redhill Choir	
	• Finalise plan for third choir, enabling us to split the Redhill Choir	

As this table demonstrates, we successfully met the majority of our aims and talk in more detail about the partially fulfilled aims in the section below.

We failed to meet two major targets; unsuccessful recruitment meant that, despite subsequent restructure and increased hours for our fundraising lead, we have not yet managed to increase fundraising capacity to the level needed. And on further analysis, adding a third choir to the service provision at this time was not possible due to lack of resources and the absence of an autonomous, replicable model for the choirs. We continue to engage with stakeholders and will access business development support from the Lloyds Foundation to help us progress this.

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Meeting our aims through Partnership

[Include.org](https://include.org) is all about partnership.

In the same way that successful communication is only possible through mutual engagement of two or more parties, we believe that effective partnership working is crucial to maximising the impact and opportunity for this charity. Working in partnership has enabled us to make significant progress towards our targets; some stand-out examples are given below: we hope to continue developing many of these relationships in the future

Reaching more young people and families

This year saw welcome and exciting developments in consultancy and training partnerships, particularly with children and young people.

We provided consultancy services to national drama and communication charity, Speech Bubbles - providing evaluation of their services in SEND settings in South London, and providing training for their practitioners. This has been an excellent learning opportunity for both partners and we are delighted that the project has been extended to continue into next year.

The London connection continued in provision of Makaton support and training for the Southbank Centre Relaxed Hours Event for the Tavares Strachan Exhibition, which welcomed children with additional needs and families from across London, ensuring a more inclusive event and embedding inclusive practice for future events.

We also increased engagement with young people locally through delivery of a series of Music and Makaton workshops at Hatchlands primary school, and through our community paperchain project. We continued our relationship with Reigate College, delivering introductory Inclusive Communication training to 30 students destined for careers in healthcare and medicine. We have now delivered this training to over 100 medical students since the programme started. The outcomes continue to be outstanding, demonstrating significant gains in understanding and confidence in interacting with people with communication needs and understanding their legal rights. The sample pre and post measures below show the difference the workshops make to the students, showing increases in knowledge and confidence ranging from 34.8% - 88.3%, which is highly encouraging.

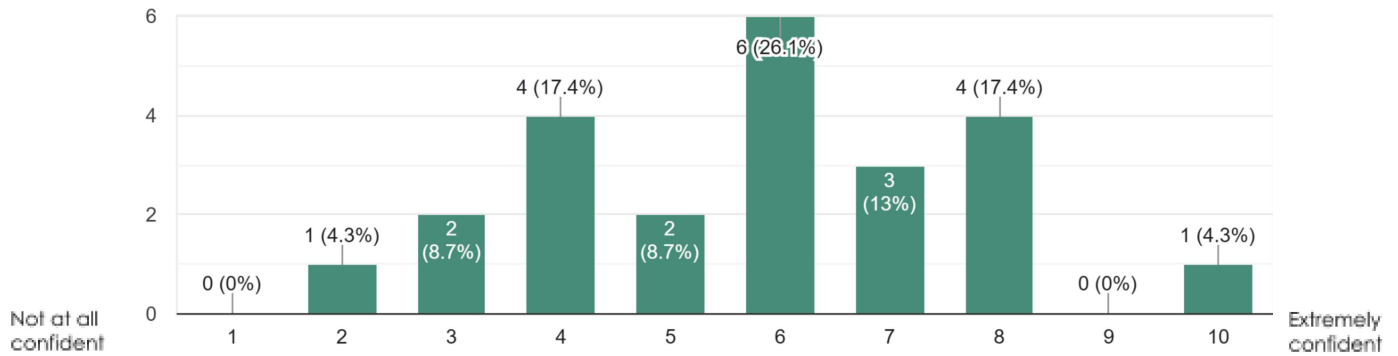


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Before

1. How confident are you that you know what a communication disability is?

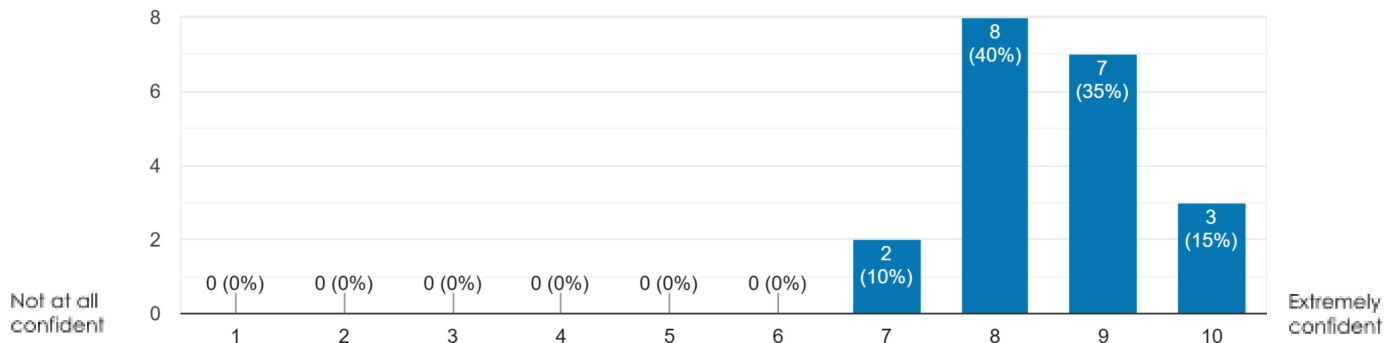
23 responses



After

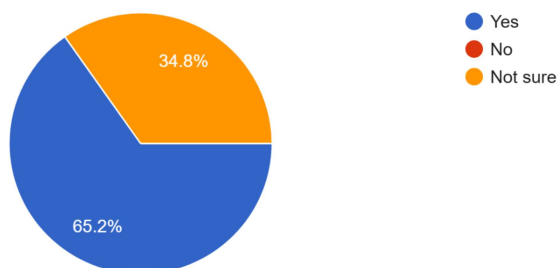
1. How confident are you that you know what a communication disability is?

20 responses

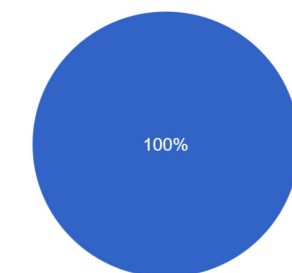


5. Is it a legal requirement to provide communication support for someone in a health or social care setting?

23 responses



Before



After

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These changes in knowledge and confidence around communication needs matters because local and national evidence (*Healthwatch Surrey 2023; LeDeR report 2022; Oliver McGowan Training 2024*) shows that people with learning disabilities and autism continue to die younger than the general population, from avoidable causes - and communication breakdown is a significant causal factor. We hope that, by reaching medical professionals at a young age, we can help to change skills and attitudes, so that people with cognitive communication needs can expect equity of care.

Further work with younger people included delivering an initial workshop for NESOT and opening conversations with youth clubs for people with additional needs, PM Active (Woodhatch) and PHAB (Epsom).

We delivered Makaton training for Westbourne Primary School in Sutton, and extended our work with families through Surrey Minority Ethnic Forum and the Dalmar Charity, explored in more detail below.

We have been less successful in increasing the number of people aged 16-25 in the Epsom Choir, prompting us to consider whether a different youth choir model may be needed, as the number of queries regarding services for children and young people continues to grow. Research and development in this area will be a priority for 2025-2026.

Empowering more people with lived experience of communication needs

Probably the biggest and most impactful long term step to empower more people with lived experience of communication needs at Include.org was the Board Transformation Project. We invested significant resources in terms of staff time and recruitment to ensure this was a meaningful process and avoided tokenistic changes to governance. It is a long term commitment and an ongoing process, but we are delighted to have taken the first definitive steps this year. There is more information about this in the Governance section of the report.

Although arguably the most significant step, this was by no means the only action taken to further empower members and lived experience Trustees. Working with University College London and Research Ready Surrey, we carried out two research projects which created:

- A comprehensive audit and qualitative research project carried out by two speech and language therapy students completing their MSc. They carried out qualitative research with Lived Experience Trustees, supported volunteers and service reps, examining the levels of support we provide to people with communication needs to enable them to take on roles of responsibility within the organisation. This report will be published next year.
- A co-produced baseline outcome measure that enables us to better capture the impact of our services. The project was led by our speech and language therapy Lead and the tool was designed by a steering group of members and supported volunteers. The project was showcased at the Surrey Heartlands NHS Expo in July 2024

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This year, Include joined 6 other organisations to form the Surrey Care Talent Collective, responsible for rolling out the national mandatory Oliver McGowan Training across Surrey. This resulted in 8 members of Include qualifying as Oliver McGowan Lived Experience Trainers, which means they now have the opportunity for paid work delivering crucial training to health and care professionals. Our thanks go to Active Prospects for heading up and including us in this work.

Within the Champions service, we worked to develop members' understanding of self advocacy and their rights, while developing soft skills for work. This was achieved through a number of partnership projects, which resulted in:

- A bespoke co-produced training webinar for Govia Thameslink Railway to improve staff awareness of and support for people with communication needs using the railway. Funding from the Russel Kin Trust enabled us to further develop this work with a view to creating a range of resources for different business contexts.
- An Easy Read Resource to people understand what they can expect from their GP service, shared in practices across Surrey
- 'The Mental Capacity Act and Managing your Money': Training Workshop and Resource, developed for Active Prospects and delivered at Surrey County Council Headquarters
- An Accessible Version of South East Coast Ambulance Service's Five Year Strategy
- And, at a memorable event at University College London, 3 members of the Champions group delivered a seminar about the importance of clinicians making people aware of the Mental Capacity Act legislation and their rights to support. They received a standing ovation for their work and the following feedback:

'Thank you and the Include Champions again for such an inspirational and fun presentation yesterday. It was jam-packed with information and places to find resources and we loved your animations. Three things stood out for me yesterday, first was the singing, secondly, hearing from the Champions. And thirdly, the work you are doing at Include is fantastic, it is changing how people feel about themselves and changing their lives'

Sophie Borrett, MRCSLT - Chair: UK SLT MCA Clinical Excellence Network



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Developing our Speech and Language Therapy Offer

In addition to the training and coproduction work already described, the speech and language therapy team also developed new training and services, including:

- Inclusive Communication workshop for Thames Valley Victim Support
- Using Inclusive Communication in Mental Capacity Assessments: Training for researchers at Exeter University
- An inclusive communication audit and training pilot for social care settings, delivered for local Care Provider, Active Prospects. Through extended consultation, we designed a 'bitesize and follow-up' training package intended to make it easier for social care staff to learn practical communication skills within the working day. Unfortunately, staff changes meant that we were unable to satisfactorily complete the project evaluation but the feedback was very positive and reinforced for us how essential it is that all social care providers have access to well-evidenced and comprehensive inclusive communication training



'The training has been very useful to the team. Personally I feel communication training should be up there with safeguarding as mandatory training, because it's just one of the things you **need** to do.'

Krystal Hammond, Home Manager

Increasing Diversity

Although we have made some progress, we recognise that we still have much work to do in increasing the ethnic diversity of our membership, staff and volunteer team. We enrolled in the Pathways to Trusteeship Programme from January, which gives a young Trustee from a global majority background an opportunity to shadow a board. This is helping us to look at systemic opportunities and barriers and is proving a great learning experience on both sides.

We were delighted to have the opportunity to work with 10 parents and professionals of Somali origin, through the Dalmar Charity which is seeking to support Somali families, overcome stigma connected to Learning Disabilities and autism and give parents and professionals the skills to help support children with communication needs. Over 5 months, we delivered all 4 Makaton levels - and received some truly heartwarming feedback.

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The trainings from Level 1 to Level 4 have truly been the best course and what I have learned has helped me communicate better with the children I work with. One of the children that I was working with at the time I had started the course had Down Syndrome, and he used Makaton as a form of communication. Although he was able to speak, he would use different signs to ask for different things. After completing the Level 1 training, I was able to understand what he was asking for and communicate back to him and it created a great bond between us. This helped us communicate better with each other and I was extremely happy that I was able to communicate in that way with him.

Overall, the Makaton Training has been extremely valuable, and I am looking forward to using it in my day-to-day work and practising it more every chance I get, and I am thankful to Include and our incredible tutor for the amazing support that she has provided to us students. It was a great opportunity to learn with her as she made the entire training extremely easy to learn. It was an informative course with lots of practical sessions helping us practice and learn better.

Naima Abshir, Care Support Worker

We were also really pleased to develop our relationship with Surrey Minority Ethnic Forum and deliver a workshop as part of their work to support families of autistic children, which was extremely well received and which we hope to develop further.



'An amazing opportunity to learn about autism and communication'.
'Highlighting the strengths and unique abilities of the autistic individual'
'Alix presented how simple and easy it can be to communicate in non-verbal ways.'
'It was brilliant, everyone was so engaged. Alix has a fun and informative approach to her workshops. I look forward to more in the future.'

Participants, SMEF Autism and Communication Workshop

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Wellbeing: Mental and Physical Health

Some of our developments and achievements this year were unplanned - but responded to the needs of our members as expressed and observed. In line with a national increase, growing numbers of our neurodivergent and learning disabled members present with mental health needs, and we realised that we needed to respond, within our professional boundaries.

We designed and delivered mental health training for volunteers and staff, kindly presented by a volunteer with both professional and lived experience, and worked alongside local mental health charities, Love Me, Love my Mind and WayThrough to signpost and share expertise. Responding to member feedback, we ran additional 'keeping in touch' events over the longer summer and Christmas breaks, where people have less access to services and feel more isolated and at risk of mental health. Services to boost mental wellbeing included additional Stroll and Sign sessions, online 'virtual tea breaks' and a very successful art project, run by a member of staff, volunteering her time in partnership with DAiSy Arts. Through increased communication opportunities, social contact, exercise in natural surroundings and creative expression, members reported these sessions to significantly benefit their mental health and reduce feelings of isolation.

[Include.org](https://include.org) also promotes physical wellbeing through the Stroll and Sign and Choir projects as well as through its training for healthcare professionals, helping to reduce ongoing inequalities in healthcare and health outcomes for people with communication and learning needs. To further increase our impact in this area, staff and volunteers undertook MECC (Make Every Contact Count) training through Surrey Community Action, raising awareness of key health challenges and giving the team skills and confidence to engage people in difficult conversations about their health. Staff and volunteers reported positive conversations about issues including weight management, diabetes, exercise, alcohol consumption and smoking with members, indicating the success of the training. As well as providing opportunities for exercise at our Stroll and Sign sessions, we addressed health topics with the Champions group and reintroduced our accessible 'traffic light' system for snacks at breaktime at the choir sessions, with a wider range of healthy options. 64% of our members reported that Include helped them to make healthy choices. While this remains our lowest impact score (a result perhaps not helped by the member-written lyrics to our Include Choir Agreement which states 'sometimes we have cake'), we are pleased that the majority of our members feel Include promotes physical as well as mental health and will continue to develop this. Having appointed a fitness specialist to run our Stroll and Sign project, we are hopeful we can make more progress in the future.

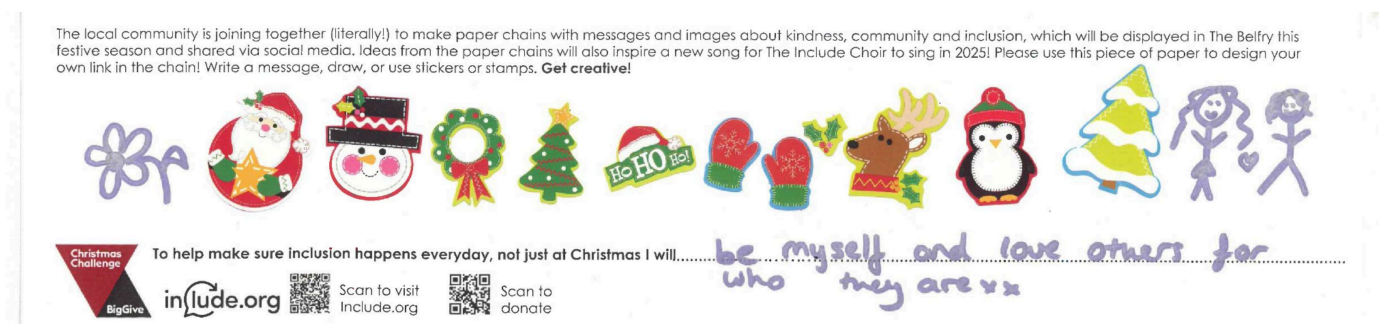


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Community Projects and Fundraising Activities

The Paperchain Project

Communication is all about connection and this year we found a way to raise awareness of communication needs and connect with different demographics and groups across a range of sectors, in our Paperchain project, which also formed part of our Big Give Fundraiser project. In the Autumn of 2024, [Include.org](https://include.org) visited local schools, community groups and the local shopping centre, sharing giant paperchain links, designed by one of our supported volunteers, which asked people to pledge what they would do to help include people with communication needs this Christmas.



Over 500 links were completed by people across the community, raising awareness of communication needs and creating a call to action to create a more inclusive community. The giant chain hung in the Belfry Shopping Centre across the Christmas period, raising smiles and further promoting that message of inclusion.



THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

The legacy of the project didn't end when the paperchain was taken down after Christmas. In January, The Include Choir team took the messages from the paperchains and used them to form the lyrics of a brand new song, premiered at our March concert, supported by Redhill Redstone Rotary and Vocal Dimension Chorus. The Paperchain Song spreads the community-penned message of inclusion and action far and wide and remains a firm favourite with members and audiences alike.



The Paperchain Project was a key success in our community fundraising activities this year. Due to a national reduction in funding availability from local and central Government and Trusts and Foundations, [Include.org](https://include.org) relied more heavily than ever before on its engaged and loyal community support network, putting increased strain on our small fundraising and events team, but leading to moments of wonderful creativity and community engagement, as pictured above.

In addition to raising an incredible £36,000 through the Big Give Christmas Challenge, our hardworking fundraising team, including our lived experience board and members, also raised funds through community engagement events like our Big Sing in the Park, Teas on the Green in Brockham, and of course the Annual Run Reigate event where more runners participated than ever before.



THE INCLUDE PROJECT
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Report of the Trustees

Partnership through Performance We are extremely grateful to Redhill & Redstone Rotary, Reigate Rotary and Redhill & Reigate Roundtable for their support this year

We would also like to thank Vocal Dimension Chorus, Unison Choir, Redhill Methodist Church, All Saints Church Merstham, Redhill United Reform Church, St Mary's Church Reigate, St Marks Church Tadworth, Reigate & Banstead Borough Council, DAiSy Arts, Active Prospects, ALDAG, NESCOL College, Waythrough, Love Me, Love My Mind, the Light, Redhill & Epsom stations, Merton Mencap, Surrey & Borders Partnership NHS Trust and the High Sheriff of Surrey for opportunities to perform and work in partnership.

A huge debt of gratitude is owed to the Hive Rooms, Agile Ability Film, The Belfry, Creamies Cafe, Florries Cafe, the Garibaldi, the Good Consulting Company, Morr & Co, Hatchlands Primary School, Brockham Teas on the Green, Warlingham WI, Burnt Toast Events and Redhill & Reigate Choral Society for pro bono and fundraising support.

Campaigns

The way in which Include works in partnership to engage with the community and raise awareness of communication disabilities and the need for reasonable adjustments for people with communication needs goes far beyond the local community and musical performance. This year, [Include.org](https://include.org) contributed evidence for two national campaigns, headed up by the Royal College of Speech and Language Therapists and national communication charity. STAMMA. We hope the written submissions to the parliamentary modernisation committee and the support for the amendments to the Mental Health Bill will mean better outcomes for people with communication needs in a range of situations. We continue to promote the national Communication Access UK initiative at a local level, and this year, [Include.org](https://include.org) also became a signatory and supporter of the #InvestinSLT campaign which asks the government to recognise the difference that speech and language therapy makes to health and economic outcomes and invest in it accordingly.

Awards

This year was another when [Include.org](https://include.org) was recognised both locally and nationally for the difference the charity makes to the lives of people with communication needs.

Our Champions Lived Experience Group were shortlisted for Charity Communications 'Inspiring Communicator of the Year' for their freely shared Easy Read communication work and their work with external organisations to ensure that communications are accessible to all.

Once again, [Include.org](https://include.org) was a finalist in the National Smiley Charity Film Awards with the film [Get to know us | Smiley Charity Film Awards](#) which clearly shows the depth of support that Include offers and the lengths to which our members (and their families) will go to to access our services.

THE INCLUDE PROJECT
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Report of the Trustees

Two of our volunteers received Mayor of Reigate and Banstead Volunteers Awards, demonstrating the commitment and hard work of the team as a whole. This was the first time a Lived Experience Trustee had received the award and so was doubly rewarding.

And to round off the year, [Include.org](https://include.org) beat stiff competition from across the County to win Surrey Business Community Hero of the Year award, in recognition of its work to empower and connect some of Surrey's most vulnerable people. Following last year's Reigate and Banstead Business of the Year Award, [Include.org](https://include.org) continues to consolidate its reputation, not only as a charity whose impact exceeds its size, but as a robust and sustainable business.



Learning and next steps

We recognise that despite the significant progress made towards long term strategic goals, there is always more to do. Priorities for the year ahead include:

- Building Staff Capacity and developing sustainable structures and income streams, through investment in delivery of paid for services and fundraising support. We learned a great deal from unsuccessful recruitment and restructure and hope this learning will enable us to improve recruitment processes, support staff wellbeing and secure a brighter long term future for the charity.
- Working with business experts to develop a replicable model of The Include Choirs which allows us to increase the numbers of people we reach and achieve the levels of service and personalisation that our members deserve. While motivated from the best of intentions, initial plans to split the choir and set up another service failed to appreciate the additional financial and resource pressures and increased organisational risk that this would bring. This has led to recognition that we need to seek expert advice to support us in the next stage of our journey.
- Increasing Equality, Diversity and Inclusion within the organisation, with a particular focus on greater representation of people from the Global majority at all levels of the organisation. While we feel we have made positive first steps, there is still more to be done to ensure [Include.org](https://include.org) lives up to its name across all parameters of inclusion.
- Using increased capacity for efficient data processing to build effective impact reporting. Investment in digital transformation means that [Include.org](https://include.org) is in a better position than ever before to capture the far-reaching impact of its work. Our priority is to optimise processes and human resources to ensure we realise the potential of the new systems.

We look forward to continuing to work with our stakeholders to steward [Include.org](https://include.org) into the next phase of its development with enthusiasm, determination and hope.

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees



Financial Review

Financial position

The charity's financial position is reviewed annually at the trustees' meeting held to approve the year end accounts.

For the year ended 31 March 2025, the charity's total income was £170,011; £10,032 up on last year. This represents the continuing growth of the charity since its formation in 2018, and is a significant achievement considering the fundraising landscape during the cost of living crisis.

Principal funding sources

As in previous years, a proportion of funding was received from Trusts and Foundations, with grateful thanks to the Lloyds Banking Programme, Community Foundation for Surrey, Central Surrey Voluntary Action, Action Funder, Russell Kin Trust, Your Councilor Community Fund, The D'Oly Carte, Research Ready Surrey, Music for All, Garfield Weston, Gill Flinn, Orbit Shed and Pam Griffiths.

The charity took part in an annual Big Give fundraising campaign for the 5th year running, exceeding the target of £36,000.

This year saw a substantial increase in income earned from outreach and training. This was due to increases in co-production and consultancy work, along with more Makaton courses provided and involvement in the Oliver McGowen programme.

The remaining income was generated from donations, fundraising, gift aid, membership fees and merchandise sales.

Expenditure

Total expenditure for the year was £169,136; £36,647 up on last year. This increase in expenditure primarily reflects a new CRM system, introduction of PAYE and increased staffing costs, particularly the investment in lived experience support.

We have been able to maintain the increased size, service delivery and impact of the charity thanks to the increased generosity and breadth of our supporters. We are committed to attracting the highest calibre of staff, to make the greatest impact for our beneficiaries and therefore pay contracted staff in accordance with fair pay structures.

Reserves

The charity has relatively few specific long-term commitments but the Trustees are mindful of the need to maintain a sufficient level of reserves to enable normal operating activities to

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

continue should a shortfall in income occur, giving the opportunity to replace funding streams and, if necessary, to wind down its programme of support.

In order to make a judgement on the amount of reserves, the Trustees have considered the risks in respect to income and expenditure patterns, level of risk associated with its funding sources and future plans and strategic objectives and where funds can only be realised by the disposal of a fixed asset.

Also taken into consideration are any external identified potential major risks to income and expenditure during the year under consideration.

Total reserves at the end of the year consisted of £99,264 in unrestricted free reserves and £22,414 in restricted funds. The Trustees recommend that [Include.org](https://include.org) should hold between £88,807 and £108,835 in free reserves. The Trustees have also agreed to designate £5,000 towards the cost of replacing aging assets.

This reserves policy takes into account the need for financial stability and sustainability, enabling us to meet beneficiary needs, provide sufficient resources and meet long-term strategic goals. The Trustees do not currently have any concerns about the charity continuing as a going concern.



Structure, Governance and Management

Governing document

The charity is registered as a Charitable Incorporated Organisation, controlled by its governing document, a deed of trust and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006

Board Transformation

This year brought really exciting changes to the structure and governance of [Include.org](https://include.org). As begun in the previous year, we completed our programme of accessible Governance Training and resources, following which, we recruited 7 new Trustees with lived experience of communication needs. In light of their cognitive communication needs, the new Trustees were required to undertake an assessment of capacity to fully understand the role of Trustee, alongside the standard Governance requirements and procedures. 3 former Trustees stepped down, but moved into Professional Advisory roles which meant that their experience and expertise was not lost within the charity; they continue to advise our Lived Experience board on specific matters. Our Chair, Treasurer and Safeguarding Leads remained in post, ensuring continuity and stability and the Trustees received regular individual and group support from the Lived Experience Support

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

Coordinator and CEO, ensuring they can carry out their duties effectively. While acknowledging that this transformation does bring additional work, as we ensure that documentation and processes are made fully accessible, we are delighted with the insights and direction that the new Trustees have brought to the Board and feel this has been an important step for Include in truly living our values of inclusion.

Workforce

Founder & CEO, Alix Lewer, is a speech and language therapist and former Safeguarding Adults Lead – bringing a range of relevant skills. Her research into the barriers of achieving sustained change in communication support for adults with learning disabilities and autism within social care settings (Lewer & Harding 2013), provides the foundation of Include.org. She is supported by an excellent and growing part-time team of employees, contracted staff and volunteers.

2024-25 saw recruitment and restructure as Include invested in its workforce to meet growing demand and need.

Operational support needs and leadership restructure led to the recruitment of an Operational and Business Development Lead role; this unfortunately was not successful or sustained so leadership responsibilities continue to be managed by our Finance and Data Lead, Communications Partnerships & Fundraising Lead and Clinical Leads. The operational workload was addressed by recruitment to vacant or new roles: Lived Experience and Volunteer Support Coordinator, Administrator and Stroll and Sign Project Officer.

Despite the widely-reported challenges of volunteer recruitment and retention within the sector, we maintain a dedicated team of 50 volunteers delivering both front of house service and remote administrative and creative support.

Risk Management

The board and senior leadership team takes a dynamic approach to risk management, reviewing and updating regularly, based on the Charity Excellence Framework approach and resources, and using inclusive communication strategies to aid the Lived Experience Trustees' understanding and engagement.

Key Risk	Mitigation
• Safeguarding vulnerable adults and young people	• Updated training for additional Safeguarding Leads and Trustees • Increased training (in-house and external) of volunteers • Accessible resources to facilitate involvement and empowerment of people with communication needs

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

	Digital transformation - improved and updated record keeping and risk recording
Funding insecurities in increasingly competitive landscape	- Investment in mentoring and training support for Fundraising Team - Diversification of funding streams - Regular review & analysis - Registration with Fundraising Regulator
Cash Flow	- Organisational Resilience Review and consultation with The Good Ship - Staff training - Review of reserves & key financial management policies
Increased sophistication of cyber-security attacks	- Contracted audit and action plan - Staff training & upskilling via South East Cyber-resilience Centre - Exploration of Cyber-security Essentials - Investment in digital transformation - Beacon CRM system
Over-reliance on key-staff	- Organisational Restructure - Recruitment to new posts & vacancies - Regular mentoring - Organisational resilience consultancy and review
Threats to staff and volunteer wellbeing in increasingly pressured small charity landscape	- External HR Support - Employee Assistance Programme - Recruitment to new posts & vacancies - Disability Confident Accreditation
Rising membership numbers causing increased pressures on services	- Strategic plan for developing additional service - Volunteer recruitment campaign - Staff restructure and recruitment
Failure to communicate true impact, depth and breadth of the charity's services	- Development of Communications strategy - Update website - Impact measurement audit and review
Impact on the environment and climate concerns	- Appointment of Green Trustee - Start to create 'Aiming for Net Zero' policy

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

Reference And Administrative Details

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Mrs Cathy Wood - Chair
Mr Nigel Leach - Treasurer
Ms Harriet Ayhan
Mr Heike Knip
Ms Beth Farr
Ms Emma McKenzie
Mr Martin Cornford
Ms Sarah-Jayne Manson
Mr Jamie Benstead
Ms Felicity Harrison

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Approved by order of the board of trustees on 27th October 2025 and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written over a faint horizontal line.

N Leach - Trustee

THE INCLUDE PROJECT
for the year ended 31 MARCH 2025
Report of the Trustees

Independent examiner's report to the trustees of The Include Project

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of your Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5) (b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in accordance with section 130 of the Charities Act; or
2. the accounts do not accord with the accounting records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Date: 27th October 2025

**THE INCLUDE PROJECT
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

			31/03/2025	31/03/2024
	Notes	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies		41,969	99,248	141,217
Charitable activities				
Performance & outreach fees		13,094		13,094
Membership fees		11,738		11,738
Other trading activities	2	3,870		3,870
Interest		92		92
Total		70,763	99,248	170,011
EXPENDITURE ON				
Raising funds		7,813	3,593	11,406
Charitable activities				
Performance & outreach costs		29,584	109,382	138,966
Support costs		6,817	7,983	14,800
Governance costs		3,188	776	3,963
Total		47,402	121,734	169,136
NET INCOME/(EXPENDITURE)		23,361	(22,486)	875
Transfers between funds		4,595	(4,595)	
RECONCILIATION OF FUNDS				
Total funds brought forward		71,308	49,495	120,803
TOTAL FUNDS CARRIED FORWARD		99,264	22,414	121,678

**THE INCLUDE PROJECT
BALANCE SHEET
31 MARCH 2025**

			31/03/2025	31/03/2024
		Unrestricted funds	Restricted funds	Total funds
Notes	£	£	£	£
FIXED ASSETS				
Tangible assets	6	0	133	133
CURRENT ASSETS				
Stocks	7	2,803	855	3,658
Debtors	8	2,478		2,478
Cash at bank and in hand		98,076	28,437	126,513
		103,358	29,292	132,650
CREDITORS				
Amounts falling due within one year	9	(3,306)	(7,799)	(11,104)
NET CURRENT ASSETS				
		100,052	21,493	121,545
TOTAL ASSETS LESS CURRENT LIABILITIES				
		100,052	21,626	121,678
NET ASSETS				
		100,052	21,626	121,678
FUNDS				
Unrestricted funds	10			99,264
Restricted funds				22,414
TOTAL FUNDS				
				121,678
				120,803

**THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. OTHER TRADING ACTIVITIES

	31/03/2025	31/03/2024
	£	£
Merchandise	2,485	1,061
Fund raising events	1,385	13,813
	3,870	14,874

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31/03/2025	31/03/2024
	£	£
Depreciation - owned assets	209	847

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 2024

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,617	93,106	130,723
Charitable activities			
Performance & outreach fees	6,982	-	6,982
Membership fees	7,400	-	7,400
Other trading activities	14,874	-	14,874
Total	66,873	93,106	159,979
EXPENDITURE ON			
Raising funds	8,230	786	9,016
Charitable activities			
Performance & outreach costs	34,134	74,972	109,106
Support costs	4,283	8,179	12,462
Governance costs	1,904	-	1,904
Total	48,552	83,937	132,489

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 2024 con't

NET INCOME	18,321	9,169	27,490
Net movement in funds	18,321	9,169	27,490
RECONCILIATION OF FUNDS			
Total funds brought forward	52,987	40,326	93,313
TOTAL FUNDS CARRIED FORWARD	71,308	49,495	120,803

6. TANGIBLE FIXED ASSETS

	Plant and machinery £	Computer equipment £	Totals £
COST			
At 1 April 2024	3,209	5,036	8,245
Additions	-	-	-
Disposals	-	(856)	(856)
At 31 March 2025	3,209	4,180	7,389
DEPRECIATION			
At 1 April 2024	2,867	5,036	7,903
Charge for year	209	-	209
Eliminated on disposal	-	(856)	(856)
At 31 March 2025	3,076	4,180	7,256
NET BOOK VALUE			
At 31 March 2025	133	-	133
At 31 March 2024	342	-	342

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

7. STOCKS

	31/03/2025	31/03/2024
	£	£
Stocks	<u>3,658</u>	<u>2,429</u>

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/2025	31/03/2024
	£	£
Trade debtors	2,178	35,999
Prepayments	300	1,895
	<u>2,478</u>	<u>37,894</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/2025	31/03/2024
	£	£
Trade creditors	8,415	17,894
Other taxes & social security	2,365	-
Accrued expenses	324	600
	<u>11,104</u>	<u>18,494</u>

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

10. MOVEMENT IN FUNDS

	At 01/04/2024 £	Net movement in funds £	Transfers between funds £	At 31/03/2025 £
Unrestricted funds				
General fund	17,676	14,748	53,227	85,651
Big Give 2024	-	0	-	0
Lloyds Banking Programme	-	8,614	-	8,614
Designated reserves	53,632		(48,632)	5,000
	71,308	23,362	4,595	99,264
Restricted funds				
Guy's & St Thomas'	4,610	-	(4,610)	0
All Age Autism	4,568	(4,568)		0
Reigate & Bansted Borough Council 2023	287	(287)		0
Peter Harrison Foundation	3,691	(3,691)		0
National Lottery 2024	20,000	(20,000)		0
Shanly Foundation 2023	3,000	(3,000)		0
Big Give 2023	13,293	(13,293)		0
Hardship fund	45	100	15	160
Community Foundation for Surrey	-	-	-	0
Central Surrey Voluntary Action	-	-	-	0
Action Funder	-	-	-	0
Russell Kin Trust 2024	-	1,200	-	1,200
Your Councilor Community Fund	-	754	-	754
Big Give 2024	-	13,962	-	13,962
The D Oly Carte	-	6,000	-	6,000
Reasearch Ready Surrey	-	-	-	0
Music for All	-	337	-	337
Garfield Weston 2024	-	-	-	0
Gill Flinn	-	-	-	0
Orbit Shed	-	-	-	0
Pam Griffiths	-	-	-	0
	49,495	(22,486)	(4,595)	22,414
TOTAL FUNDS	120,803	875	0	121,678

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

10. MOVEMENT IN FUNDS con't

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	49,518	(34,690)	14,828
Big Give 2024	78	(78)	0
Lloyds Banking Programme	25,000	(16,386)	8,614
Designated reserves	0	(48,632)	(48,632)
	74,596	(99,787)	(25,191)
Restricted funds			
Guy's & St Thomas'	-	(4,610)	(4,610)
All Age Autism	-	(4,568)	(4,568)
Reigate & Bansted Borough Council 2023	-	(287)	(287)
Peter Harrison Foundation	-	(3,691)	(3,691)
National Lottery 2024	-	(20,000)	(20,000)
Shanly Foundation 2023	-	(3,000)	(3,000)
Big Give 2023	-	(13,293)	(13,293)
Hardship fund	195	(80)	115
Community Foundation for Surrey	7,000	(7,000)	0
Central Surrey Voluntary Action	1,339	(1,339)	0
Action Funder	2,996	(2,996)	0
Russell Kin Trust 2024	4,000	(2,800)	1,200
Your Councilor Community Fund	850	(96)	754
Big Give 2024	36,000	(22,038)	13,962
The D Oly Carte	6,000	0	6,000
Reasearch Ready Surrey	2,000	(2,000)	0
Music for All	1,000	(663)	337
Garfield Weston 2024	25,000	(25,000)	0
Gill Flinn	11,500	(11,500)	0
Orbit Shed	457	(457)	0
Pam Griffiths	1,000	(1,000)	0
	99,337	(126,418)	(27,081)
TOTAL FUNDS	173,932	(226,205)	(52,272)

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

10. MOVEMENT IN FUNDS con't

Comparatives for movement in funds - 2024

	At 01/04/2023 £	Net movement in funds £	Transfers between funds £	At 31/03/2024 £
Unrestricted funds				
General fund	10,268	18,321	(10,913)	17,676
Big Give 2023	-	-	-	-
Designated reserves	42,719	-	10,913	53,632
	52,987	18,321	-	71,308
Restricted funds				
Surrey County Council	19,473	(19,473)	-	-
National Lottery 2022	6,235	(6,235)	-	-
Guy's & St Thomas'	10,000	(5,390)	-	4,610
Healthwatch Surrey	1,500	(1,500)	-	-
Reigate & Banstead Borough Council 2022	2,610	(2,610)	-	-
Russell Kin Trust	508	(508)	-	-
All Age Autism	-	4,568	-	4,568
Reigate & Banstead Borough Council 2023	-	287	-	287
Foyle Foundation	-	-	-	-
Gatwick Airport Community Trust 2023	-	-	-	-
Peter Harrison Foundation	-	3,691	-	3,691
National Lottery 2024	-	20,000	-	20,000
Shanly Foundation 2023	-	3,000	-	3,000
Alchemy Foundation	-	-	-	-
The Bailey Thomas Charitable fund	-	-	-	-
Edward Gosling Foundation	-	-	-	-
Varb Sparks	-	-	-	-
Big Give 2023	-	13,293	-	13,293
Power Tutors	-	-	-	-
Hardship funds	-	45	-	45
	40,326	9,169	-	49,495
TOTAL FUNDS	93,313	27,490	-	120,803

THE INCLUDE PROJECT
NOTES TO THE FINANCIAL STATEMENTS - con't
FOR THE YEAR ENDED 31 MARCH 2025

10. MOVEMENT IN FUNDS con't

Comparative net movement in funds 2024, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	56,462	(38,142)	18,321
Big Give 2023	10,410	(10,410)	0
	66,873	(48,552)	18,321
Restricted funds			
Surrey County Council	-	(19,473)	(19,473)
National Lottery 2022	-	(6,235)	(6,235)
Guy's & St Thomas'	-	(5,390)	(5,390)
Healthwatch Surrey	-	(1,500)	(1,500)
Reigate & Banstead Borough Council 2022	-	(2,610)	(2,610)
Russell Kin Trust	-	(508)	(508)
All Age Autism	10,000	(5,432)	4,568
Reigate & Banstead Borough Council 2023	2,500	(2,213)	287
Foyle Foundation	7,500	(7,500)	0
Gatwick Airport Community Trust 2023	2,500	(2,500)	0
Peter Harrison	6,000	(2,309)	3,691
National Lottery 2024	20,000	-	20,000
Shanly Foundation 2023	3,000	-	3,000
Alchemy Foundation	1,000	(1,000)	0
The Bailey Thomas Charitable fund	1,000	(1,000)	0
Edward Gosling Foundation	10,000	(10,000)	0
Varb Sparks	2,000	(2,000)	0
Big Give 2023	24,900	(11,607)	13,293
Power Tutors	2,661	(2,661)	0
Hardship funds	45	-	45
	93,106	(83,937)	9,169
TOTAL FUNDS	159,979	(132,489)	27,490

THE INCLUDE PROJECT
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	31/03/2025	31/03/2024
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	60,002	62,467
Hardship fund	0	45
Corporate donations	4,000	2,711
Grants	77,215	65,500
	141,217	130,723
Other trading activities		
Merchandise	2,485	1,061
Fund raising events	1,385	13,813
	3,870	14,874
Charitable activities		
Performance & outreach fees	13,094	6,982
Membership fees	11,738	7,400
Interest	92	-
Total incoming resources	170,011	159,979
EXPENDITURE		
Raising donations and legacies		
Wages	7,900	6,680
Other trading activities		
Opening merchandise stock	2,429	878
Merchandise costs	2,532	2,660
Closing merchandise stock	(3,658)	(2,429)
Fundraising costs	2,204	1,227
	3,506	2,336
Charitable activities		
Wages	135,856	105,490
Employers national insurance	444	-
Pension contributions	1,416	-
Music equipment	89	266
Training Resources	0	2,297
Communication resources & licences	1,161	1,053
	138,966	109,106

THE INCLUDE PROJECT
DETAILED STATEMENT OF FINANCIAL ACTIVITIES con't
FOR THE YEAR ENDED 31 MARCH 2025

	31/03/2025	31/03/2024
	£	£
Support costs		
Management		
Rent	4,905	4,091
Insurance	176	176
Telephone	128	60
Postage and stationery	607	397
Advertising	1,308	3,863
Sundries	0	30
Travel & catering costs	878	633
Repairs & renewals	383	263
Computer expenses	3,298	964
Staff training	1,385	757
Subscriptions	544	128
Recruitment costs	521	0
Plant and machinery	133	133
Computer equipment	0	245
Music Equipment	76	469
Volunteer costs	459	254
	14,800	12,463
Governance costs		
Accountancy fees	2,009	1,440
Professional fees	1,298	300
Bank charges	656	164
	3,963	1,904
Total resources expended	169,136	132,489
Net Income	875	27,490

THE INCLUDE PROJECT

England & Wales - Charity number 1177785

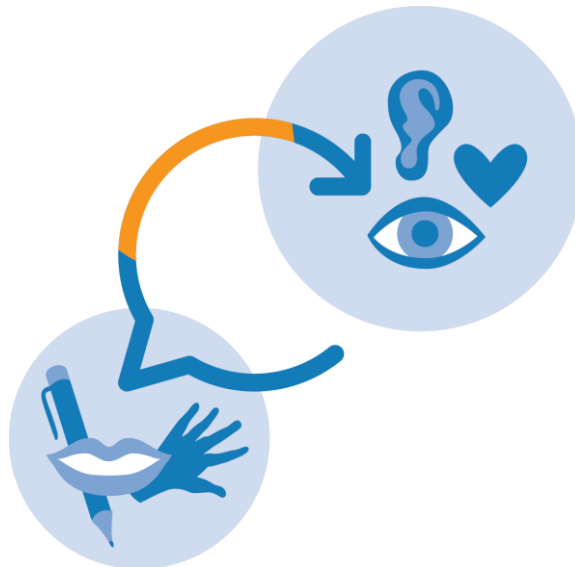
Accounts

**REPORT OF THE TRUSTEES
and
UNAUDITED FINANCIAL STATEMENTS**

**for the year ended
31 MARCH 2024**

for

THE INCLUDE PROJECT



THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024

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**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Report Of the Trustees

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of the Charities SORP (FRS 102) (effective 1 January 2019).

Objectives And Activities



Objectives and aims

The objectives of the charity are:

- a) The relief of those in need by reason of communication, memory or learning difficulties; and
- b) The promotion of social inclusion amongst those who have communication, learning or memory difficulties and who are socially excluded from society, or parts of society as a result of their disability; through such training, education and sources as the trustees deem appropriate.

Vision & Mission

The charity's mission is to build communities where no-one with communication needs is excluded.

Based on speech and language therapy research, best practice in health and social care, and the views of our beneficiaries, we believe that this can best be achieved by providing opportunities for inclusion, inclusive activities and training in inclusive communication.

Our vision is a world with:

- 1. Significantly better life chances for people with communication needs.**
- 2. Rapidly improved community awareness and knowledge.**
- 3. Changes in public policy to reduce barriers to inclusion.**

Include supports beneficiaries with learning and communication difficulties, and trains local community representatives, social care workers, health care staff and commercial organisations to work more effectively with people with communication needs, by:

- **Coproducing and providing inclusive community activities and self-advocacy groups, which enhance wellbeing, build confidence and skills, develop friendships and increase awareness of rights**
- **Designing and delivering training in inclusive communication and the Mental Capacity Act, for health and social care providers, local community organisations, businesses and people with communication and learning needs**
- **Raising awareness and amplifying the visibility and voice of people with learning disabilities and/or autism and communication needs**

To achieve the aims outlined above, we run the following programmes:

- **The Include Choirs**
 - Weekly inclusive singing and signing sessions for members
 - Performances at community events, conferences and more
 - Outreach sessions for care providers, schools, third sector and businesses

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report Of the Trustees Continued

- **The Champions Self-Advocacy & Co-production Group**
 - Co-creation of freely shared accessible information about a range of topics
 - Accessibility reviews of external organisations' Easy Read information
 - Codesign & co-delivery of training
- **Stroll and Sign Sessions**
 - provide social and communication learning opportunities
 - improve health and wellbeing through increased communication opportunity, exercise and exposure to nature
- **Supported Volunteering Programme**
 - Training and support for people with learning and communication needs
 - Development of skills for work
- **Speech & Language Therapy Training & Consultancy**
 - Nationally accredited & bespoke training
 - Makaton & Talking Mats courses
 - Tailored inclusive communication/ mental capacity act training for a range of organisations
 - Communication consultancy for individuals, families and care providers

Public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. The trustees have referred to the recommendations contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in setting the policies for the year.

How our activities benefit the public

At least 1 In 5 people will experience a communication difficulty in their lifetime (Royal College of Speech and Language Therapists 2019), including people with learning disabilities, autism, dementia and other acquired or developmental needs. Communication disability leads to:

- increased isolation
- reduced wellbeing & mental health
- poorer health outcomes
- poorer employment opportunities
- increased likelihood of exposure to the criminal justice system

(RCSLT 2021, LeDeR Report 2022)

Our services:

- increase wellbeing, confidence and opportunities for self-advocacy for people with communication needs
- provide skills development opportunities for people with communication needs
- train members of the community, businesses, health and social care providers in the inclusive communication skills which empower and include people with communication needs

Thereby reducing strain on health and social care provision, as well as significantly improving quality of life and opportunity for people with communication needs.



THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Our Values



Achievement And Performance

Between April 2023 and March 2024, Include.org continued its steady trajectory of growth; we delivered more services and events, reached more beneficiaries and trained more people than ever before.

What we delivered

Output	Total
Include Choir:	77
Weekly Inclusive Music & Communication Sessions	
Awareness-Raising / Educational Performances	33
Stroll & Sign: Inclusive Nature & Wellbeing Sessions	15
Champions: speech & language therapy led Self-advocacy & Co-production Sessions	42
External Easy Read Resources created / reviewed	10
Expert By Experience Sessions	5
Training: Accredited Makaton training delivered	6
Workshops / Training sessions delivered	17
Volunteers / staff trained in Makaton	17

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees- continued

Beneficiaries Reached

Beneficiary Group	Total
Members (with learning or communication needs)	137
Family carers	28
Professional carers	150+
Training recipients	700+
Audience members per annum (approximate)	15,000
Volunteers	93
Supported volunteer hours donated	350+

The Growth of Include.org

The growth of the charity has continued at an unprecedented pace this year, in line with the need for our services in a landscape where there are limitations on the quality and availability of services available to people with communication needs, as a result of the financial landscape and the ongoing effects of the pressures of the pandemic.

Overall

43% increase in members

Redhill choir

82% annual increase in members attending regularly

22% of members attend regularly

New members remain steady at an average of 10 per term

The gender split is beginning to equalise (43% and 57%)

145 communication partners attended compared to 110 last year

25% increase in members with autism

Epsom choir

Member attendance has increased by 320% compared to last year

Average of 11 new members each term

37 communication partners attended compared to 2 last year

5% of members attend regularly

The gender split is beginning to equalise (40% and 60%)

5% of members are under 19 years old

Stroll and sign

Attendance is higher in the summer months

13% increase in members and guests

30% increase in attendance by communication partners

Progress towards our targets

As part of our Annual Planning Process for 2023-2024, we worked with our Stakeholders to identify targets for the year, in line with our 5 Year Strategy,

As we review progress at the end of the year, we are delighted to have made significant progress in all key areas identified at the start of the year, as follows:

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Develop and improve Communication of Speech and Language Therapy Value in Include

- We have created an up-to-date digital and hard copy brochure which clearly explains the clinical evidence underpinning our services and the value provided by Include's evidence-based community activities and training.
- The speech and language therapy team have designed and produced a suite of inclusive communication information sheets which can be shared free of charge with individuals, families and social care workers.
- Include now provides 'Communication Corner', a free monthly communication surgery service in 2 venues, accessible to any of our members for speech and language therapy advice.

Replicate, secure and grow a second Include Choir

- Our second choir, The Epsom Include Choir finishes the year at a new venue and with significant growth in membership.
- Stakeholder mapping has meant developing new partnerships with NHS and social care providers – and the development of an excellent volunteer team.
- We are delighted to see the initial choir, set up with support from Surrey County Council develop into a sustainable project with its own identity and membership and look forward to using the learning to explore other potential opportunities for replication.

Increase Opportunities to empower people with Learning Disabilities and Autism within Include

- We are delighted to have secured the commitment of all Trustees towards moving to a Board where at least 75% of the Trustees have lived experience of communication needs.
- We have worked with the Include Choir Steering Group and Reps to decide the process of recruitment and transformation.
- We have designed a training programme which will introduce potential Lived Experience Trustees to the role of the Trustee and principles of Governance in an accessible manner, using our expertise as speech and language therapy professionals in the field of communication.
- We have recruited a group of potential Trustees in training.

Improve operational efficiency and data collection

- The audit and analysis of processes and data began in earnest this year, and with the identification of a suitable Customer Relationship Management system and funding secured to source it, we are set to enter the next financial year with considerably improved capacity to manage data, make efficiency savings and improve our impact reporting.

Develop partnerships and increase local profile of the charity

- Thanks to a hardworking and innovative communications and partnerships team, Include saw the number and breadth of its working partnerships increase significantly this year.
- Investment in a creative Big Give Match-Funding Campaign, which empowered and involved members as well as staff and Trustees provided opportunities for increasing reach within the local community, building our supporter base and securing ongoing relationships which help secure a stable foundation for the coming year.

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

The year ahead

We recognise that despite the significant progress made towards long term strategic goals, there is always more to do. Priorities for the year ahead include:

- Building Staff Capacity and sustainable structure
- Increasing Equality, Diversity and Inclusion within the organisation, with a particular focus on greater representation of people from the Global majority at all levels of the organisation
- Using increased capacity for efficient data processing to build effective impact reporting
- Increasing fundraising capacity in line with the growth of services



THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Awards

Notwithstanding further ambition for the charity in the years ahead, Once again, this year, Include.org demonstrated that it was able to 'punch above its weight' and achieve recognition at local, County and National levels.

Three achievements particularly stood out for us:

Our Lived Experience Volunteers and members were recognised by Learning Disability England for the difference they make in educating the wider community about inclusive communication to improve services – demonstrating our wider impact which reaches far beyond the (not inconsiderable) individual benefits gained by accessing our services.

Winning a local Business Award demonstrated Includes commitment to sound business practice, and our commitment to developing a sustainable business model. For a charity whose serious purpose can be disguised by the joy and uplift it brings to members and audiences alike, recognition of hard work, research and solid foundations was particularly welcome.

Receiving not one but two Stars in Surrey Awards: Include is a local charity, but it reaches across the county and beyond to bring about change for people with communication needs. Winning two awards really helped communicate the real steps we are making to build a more inclusive community.

Between April 2023 and March 2024, Include.org was awarded:

- **Learning Disability and Autism Awards - Team Making a Difference Award (July 2023) - Highly Commended**
- **Royal College of Speech & Language Therapist Giving Voice Award (August 2023) - Winner - For songwriting collaboration raising awareness of human rights for people with communication needs with Giving Voice Leeds Choir & others**
- **Reigate & Banstead Volunteer Awards (2023) - The Include Choir Reps - Winner**
- **Reigate & Banstead Business Awards (July 2023) - Charity & Social Enterprise category – Winner**
- **Surrey Council Stars in Surrey (December 2023) - Make it happen Community Hero Award - Alix Lewer - Winner**
- **Surrey Council Stars in Surrey (December 2023) - Championing Equality, Diversity and Inclusion Award - Winner**



THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Partnership working

In 2023-24, Include pursued its strategic focus of working in partnership in 4 key areas:

Health

As part of the National Fast Follower Roll out of an improved system for identifying people with learning disabilities and autism, Include worked with Guys and St Thomas's NHS Trust to create Easy Read information and write a song to 'win the hearts and minds' of NHS professionals encouraging them to use the 'red flag for reasonable adjustments' on their IT systems in order to improve services and reduce risks for people with learning disabilities and autism. The song was performed by the Include Choir to a large audience of NHS professionals from London NHS Trusts, and was a huge success

T H A N K Y O U to The Include Choir for kick starting the day with a bang, for all your energy, enthusiasm and joy. We couldn't have wished for a more perfect start to the afternoon, and when looking around the room it was really moving to see how much the audience connected with the songs and performance.' *Training Lead, SLAM NHS Trust*

New partnerships with NHS Trusts were developed through the delivery of training to over 50 staff in Sussex Partnership NHS Foundation Trust; 88.9% of participants reporting that the training exceeded expectations.

Social Care

Within social care, Include developed its partnership with Award-winning Care Provider, Active Prospects through the joint delivery of a Healthy Living Project, supported by Reigate and Banstead Borough Council. We also further developed partnerships with other care providers including County Care, Achieve Together and The Grange.

Education & Youth Organisations.

A long held strategic goal has been to increase the charity's reach to children and young people, where we know the lack of accessible support for children and young people with communication needs has a significant impact. This goal was met through partnerships at primary level, with Hatchlands School, where we delivered Makaton workshops for Teachers and over 300 students, and with Grooveline Music, who hosted an inclusive summer concert. At secondary level, a day of inclusive communication workshops for over 1000 students at Reigate College received outstanding feedback and helped secure funds for the charity. We also provided inclusive communication and Makaton Workshops to over 50 local Guides and Beavers, helping to build a more inclusive community.

Non-Profits

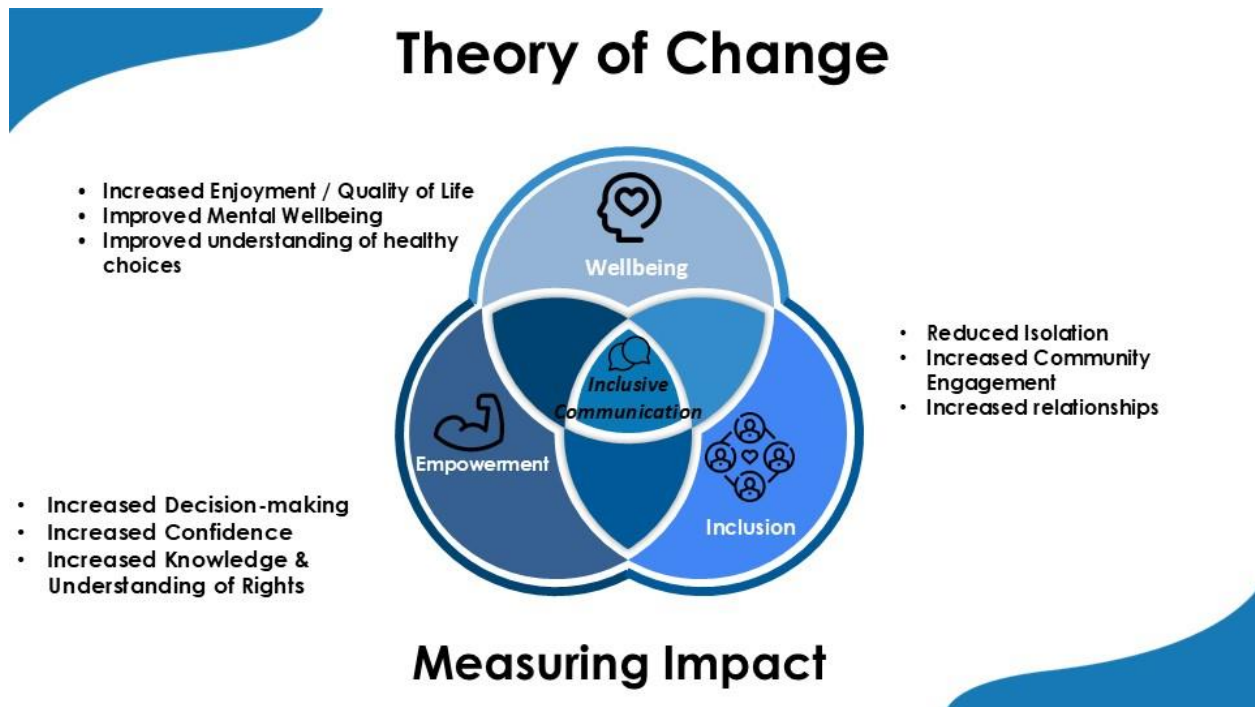
2023-24 also saw Include significantly develop relationships with local non-profits through training (eg inclusive communication and training provision for local charity, Stripey Stork, to improve their support for volunteers with additional needs), partnership (eg extending our Stroll and Sign Service to people with mental health needs, through the Mary Frances Trust).

Partnerships extended beyond the local level too; we were delighted to work with national Human Rights Charity, Liberty, to help them ensure that people with cognitive communication needs, often from minority ethnic communities, fully understood their rights with regards to police questioning. Multi-Disciplinary Partnerships across sectors also brought significant benefits, and Include is delighted to have joined the Steering Group for the Kent Surrey and Sussex Community of Practice Community of Practice and look forward to working further with them next year.

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

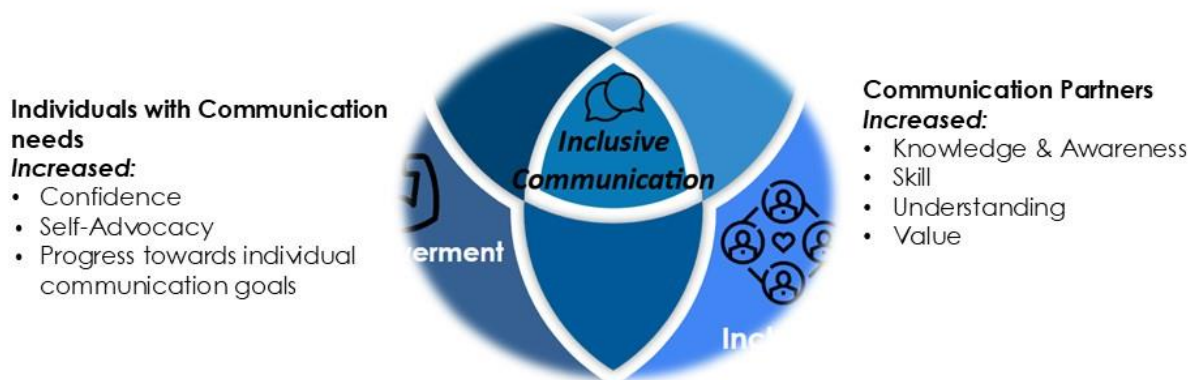
Impact

In 2023, we worked with stakeholders to redefine our Theory of Change Model, recognising that, while improvement in communication skills is a significant benefit of attending Include's services (and can be measured by individual clinical & training outcomes), inclusive communication is also the input which enables change in three core areas of wellbeing, empowerment and inclusion, through our services - illustrated by the models below.



Inclusive Communication Impact and Outcomes

Through the use, teaching and promotion of clinical Inclusive Communication skills and techniques, we create positive impact both for the individual and for communication partners, following a social model of disability



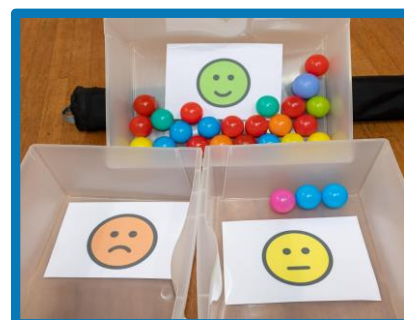
Long term removal of barriers to inclusion and equality within the community

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Inclusive Communication is the enabling factor, made possible by investment in the skills and training of our staff, volunteers and the wider community. We measure the impact of our services upon people with communication needs and those around them, through a Theory of Change model which evaluates performance against 3 key strands. These three strands of Inclusion, Wellbeing and Empowerment are further subdivided into the areas where we aim to make the biggest impact, when gathering feedback – and the results of this clinical model speak for themselves:

Key Impact Area	Area of Gain	Statement	% agree
Inclusion	Enjoyment / Quality of Life	I enjoy The Include Choir Sessions	100%
	Mental Wellbeing	I feel useful at The Include Choir sessions	96%
	Community Engagement	The Include Choir makes me feel I am helping the community	88%
	Reduced Isolation	I feel less alone since joining The Include Choir	88%
	Friendship	I have got to know people better since joining The Include Choir	96%
Empowerment	Choice & Decision-making	I help to make decisions at The Include Choir	91%
	Confidence	The Include Choir makes me feel more confident in my life	82%
	Respect	I feel respected at The Include Choir	96%
	Knowledge & understanding of Rights	The Include Choir helps me to understand the right to communication support	96%
	Opportunities for Healthy Choices	The Include Choir helps me to understand and make good choices	96%
Wellbeing	Knowledge & Awareness	I have learned about new things at The Include Choir	100%
	Skill	I have learned new skills at The Include Choir	100%
	Understanding	The Include Choir helps me understand what inclusive communication is	100%
	Value	The Include Choir helps me show other people how to be more inclusive	100%
	Post Covid Recovery	The Include Choir helped me feel more confident after Covid-19 lockdowns	96%

The charity acknowledges the ongoing challenges of gathering feedback from beneficiaries who are non-verbal or have limited receptive language and literacy skills, and will continue to work to develop holistic and creative measures to ensure that all services are co-produced with as many members as possible and all voices heard.



THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Financial Review



Financial position

The charity's financial position is reviewed annually at the trustees' meeting held to approve the year end accounts.

For the year ended 31 March 2024, the charity's total income was £159,979; £50,901 up on last year. This represents the continuing growth of the charity since its formation in 2018, and is a significant achievement considering the fundraising landscape during the cost of living crisis.

Principal funding sources

As in previous years, a proportion of funding was received from Trusts and Foundations, with grateful thanks to the Foyle Foundation, Gatwick Airport Community Trust, All Age Autism Strategy Better Care Fund, The Edward Gosling Foundation, Peter Harrison Foundation, Bailey Thomas, VARB SPARKS, The Alchemy Foundation, Community Foundation for Surrey, Shanly Foundation and The National Lottery. A £10,000 grant from Charity Job was paid in via The Big Give, therefore it has been recorded as donations instead of grant funding.

The charity took part in an annual Big Give fundraising campaign for the 4th year running, the target of £25,000 was exceeded by an amazing £10,875. The Big give target amount has been recorded as a restricted fund, in previous years it has been recorded as unrestricted funds.

This year saw a substantial increase in fundraising income. Include was Cllr Frank Kelly's charity of the year 2022 to 2023, £6,117 was raised for Include during his year as Mayor. We also received significant funds from a fundraising event held by Weddings & Honeymoons Media.

Income earned from outreach and training work remained steady. This consisted of choir performances, expert by experience projects, Makaton training, workshops and training sessions.

The remaining income was generated from donations, gift aid, membership fees and merchandise sales.

Expenditure

Total expenditure for the year was £132,489; £25,505 up on last year. This year-on-year increase in expenditure primarily reflects increased staffing costs, particularly the investment in 2 additional choir directors and choir co-ordinators.

The charity has invested significant resources in the design and production of a brochure detailing all the services they offer. Special thanks goes to Powertutors who helped to fund the project.

We have been able to maintain the increased size, service delivery and impact of the charity thanks to the increased generosity and breadth of our supporters. We are committed to attracting the highest calibre of staff, to make the greatest impact for our beneficiaries and therefore pay contracted staff in accordance with fair pay structures.

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees - continued

Reserves



The charity has relatively few specific long-term commitments but the Trustees are mindful of the need to designate a proportion of the unrestricted reserves, alongside funds restricted for the purpose, to ensure that the charity meets its increased staffing, resource and overhead costs. This will allow us to run current and planned activities for up to 6 months' (3 months' essential operational costs and 3 months' reduced costs), in the event that no further funds are forthcoming.

Total reserves at the end of the year consisted of £71,308 in unrestricted funds and £49,495 in restricted funds. Of the unrestricted funds, the Trustees recommend that £59,729 is designated to cover the charity's running costs as per the reserves policy and note 10 of the accounts.

This reserves policy takes into account the need for financial stability and sustainability, enabling us to meet beneficiary need, provide sufficient resources and meet long-term strategic goals. The Trustees do not currently have any concerns about the charity continuing as a going concern.

Structure, Governance And Management

Governing document

The charity is registered as a Charitable Incorporated Organisation, controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.



Recruitment and appointment of new trustees

The charity is required to have a minimum of 4 trustees and as at 31st March 2024 it had 6 trustees, and, in an exciting new development, 6 Lived Experience Trustees in training.

Increasing the representation of people with lived experience of cognitive communication needs on the Board has been a longstanding goal for Include.org, but lack of resources to adequately support Trustees with additional needs has been a barrier. This year, the Board agreed that the time was right to invest and, working alongside the existing Include Choir Steering Group and members, a significant restructure of the Board began.

6 new prospective Trustees with lived experience were identified and in January 2024, began a training programme which provide accessible information, support and shadowing opportunities, so that the candidates could make an informed decision about taking on the role of Trustee, in line with the requirements of the Charity Commission, Equality Act and Mental Capacity Act.

Once the 6 month initial training is complete, potential new trustees will meet with the board, provide references and subject to satisfactory interview and accepting the responsibilities required by the Charity Commission, will be co-opted on to the board; the appointment is ratified at the AGM. Ongoing support to fulfil their statutory obligations will be provided through additional recruitment.

Staffing & Volunteers

Founder & CEO, Alix Lewer, worked in the NHS for over 15 years as both a speech and language therapist and Safeguarding Adults Lead – bringing a range of relevant skills. She completed research into the barriers of achieving sustained change in communication support for adults with learning disabilities and autism within social care settings, which underpins the foundation of Include.org. She is supported by an excellent, and growing part-time team of contracted staff and session leads.

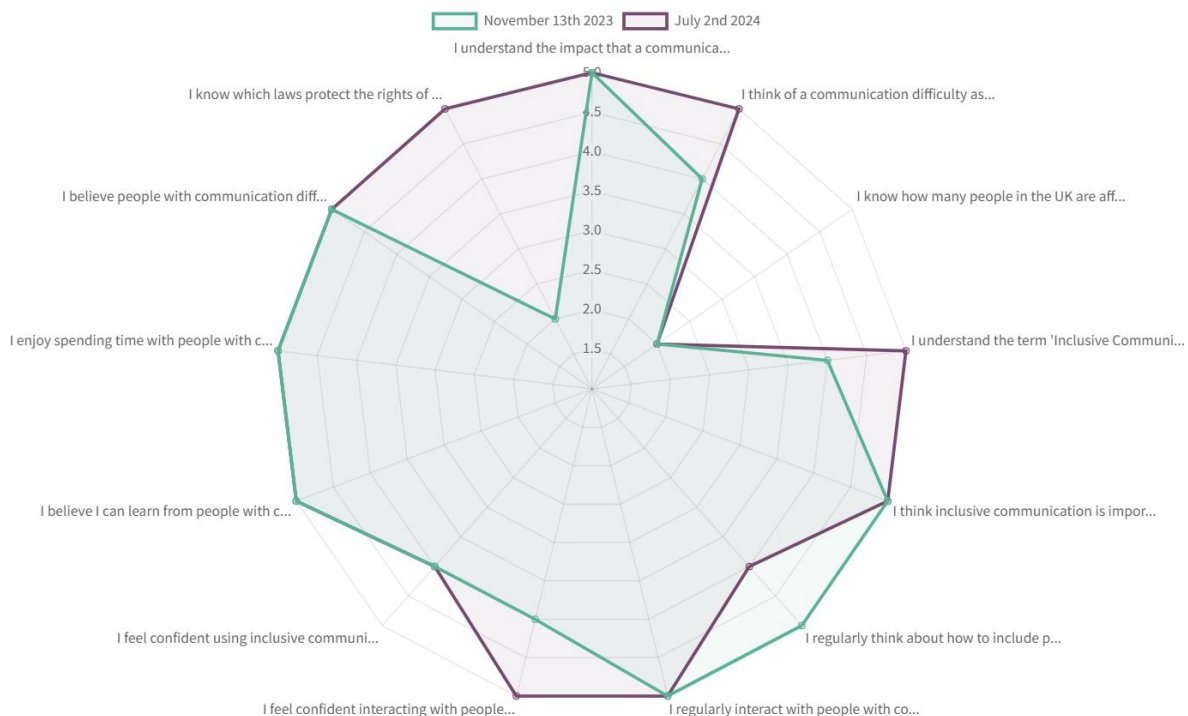


THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024
Report of the Trustees – continued

In 2023-2024, The Include Project continued to increase its investment in staffing with a view to long term sustainability, training two new Include Choir Directors to sustain the second choir and reduce the demands on the CEO. With external support, restructuring priorities were identified, recognising the long-term commitment and expertise of key staff and moving them in to Lead Roles in Finance, Communications and Clinical to support the CEO. The need for further operational support was also identified and further discussions regarding recruiting to operational and business development roles remain ongoing

Volunteers remain integral to the success of Include and the charity maintains over 50 volunteers, longstanding and new, who receive inclusive communication and mandatory training and who remain integral to the smooth running of services. Our volunteer team includes a growing team of 'Supported Volunteers' with communication needs who gain skills and experience from work through their work with us.

Over 80% of volunteers report a significant increase in inclusive communication skills and confidence through volunteering with Include.



**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Reference And Administrative Details

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Mrs Cathy Wood - Chair
Mr Nigel Leach - Treasurer
Ms Harriet Ayhan
Mr Derek Hill
Mr Faisal Osman
Mr Jan van Laer

Lived Experience Trustees in Training from January 2024

Ms Beth Farr
Ms Emma McKenzie
Mr Martin Cornford
Ms Sarah-Jayne Manson
Mr Jamie Benstead
Ms Felicity Harrison

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Approved by order of the board of trustees on Monday 25th November 2024 and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written over a light blue horizontal line.

N Leach - Trustee

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Independent Examiner's Report To The Trustees

Independent examiner's report to the trustees of The Include Project ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Date: 25/11/2024

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Statement Of Financial Activities

31.3.24 31.3.23

Total Total

Notes Unrestricted Restricted funds £ funds £ funds £ funds £

INCOME AND ENDOWMENTS FROM

Donations and legacies 37,617 93,106 130,723 95,689

Charitable activities

Performance & outreach fees 6,982 6,982 7,648

Membership fees 7,400 7,400 5,100

Other trading activities 2 14,874 14,874 641

Total **66,873** **93,106** **159,979** **109,078**

EXPENDITURE ON

Raising funds 8,230 786 9,016 7,850

Charitable activities

Performance & outreach costs 34,134 74,972 109,106 85,534

Support costs 4,283 8,179 12,462 11,711

Governance costs 1,904 0 1,904 1,889

Total **48,552** **83,937** **132,489** **106,984**

NET INCOME/(EXPENDITURE) **18,321** **9,169** **27,490** **2,094**

RECONCILIATION OF FUNDS

Total funds brought forward **52,987** **40,326** **93,313** **91,219**

TOTAL FUNDS CARRIED FORWARD **71,308** **49,495** **120,803** **93,313**

The notes form part of these financial statements

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Balance Sheet					
				31.3.24	31.3.23
		Unrestricted	Restricted	Total	Total
		funds	funds	funds	funds
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	6	40	301	342	790
CURRENT ASSETS					
Stocks	7	2,109	320	2,429	878
Debtors	8	17,894	20,000	37,894	11,423
Cash at bank and in hand		62,507	36,125	98,631	97,808
		82,509	56,445	138,954	110,109
CREDITORS					
Amounts falling due within one year	9	-11,242	-7,252	-18,494	-17,586
NET CURRENT ASSETS					
		71,267	49,194	120,461	92,523
TOTAL ASSETS LESS CURRENT LIABILITIES					
		71,308	49,495	120,803	93,313
NET ASSETS					
		71,308	49,495	120,803	93,313
FUNDS					
	10				
Unrestricted funds				71,308	52,987
Restricted funds				49,495	40,326
TOTAL FUNDS					
				120,803	93,313

The notes form part of these financial statements

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th November 2024 and were signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written over a faint horizontal line.

N Leach - Trustee

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes To the Financial Statements

1. Accounting Policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 33.33% on cost

Computer equipment - 33.33% on cost

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

2. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Merchandise	1,061	566
Fund raising events	13,813	75
	<u>14,874</u>	<u>641</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Depreciation - owned assets	847	1,951
	<u>847</u>	<u>1,951</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 2023

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	56,575	39,114	95,689
Charitable activities			
Performance & outreach fees	7,648		7,648
Membership fees	5,100		5,100
Other trading activities	641		641
	<u>69,664</u>	<u>39,114</u>	<u>109,078</u>
Total	69,664	39,114	109,078

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 2023 - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Raising funds	7,818	32	7,850
Charitable activities			
Performance & outreach costs	36,744	48,790	85,534
Support costs	6,569	5,142	11,711
Governance costs	1,683	206	1,889
Total	52,814	54,170	106,984
NET INCOME	17,150	-15,056	2,094
Net movement in funds	17,150	-15,056	2,094
RECONCILIATION OF FUNDS			
Total funds brought forward	35,837	55,382	91,219
TOTAL FUNDS CARRIED FORWARD	52,987	40,326	93,313

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

6. TANGIBLE FIXED ASSETS

	Plant and machinery	Computer equipment	Totals
	£	£	£
COST			
At 1 April 2023	2,810	5,036	7,845
Additions	399	-	399
At 31 March 2024	3,209	5,036	8,244

DEPRECIATION

At 1 April 2023	2,265	4,791	7,056
Charge for year	602	245	847
Eliminated on disposal	-	-	0
At 31 March 2024	2,867	5,036	7,903

NET BOOK VALUE

At 31 March 2024	342	0	342
At 31 March 2023	545	245	790

7. STOCKS

	31.3.24	31.3.23
	£	£
Stocks	2,429	878

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	35,999	10,819
Prepayments	1,895	604
	37,894	11,423

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	17,894	17,186
Accrued expenses	600	400
	18,494	17,586

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	10,268	18,321	-10,913	17,676
Big Give 2023	0	0	0	0
Designated reserves	42,719		10,913	53,632
	52,987	18,321	0	71,308
Restricted funds				
Surrey County Council	19,473	-19,473		0
National Lottery 2022	6,235	-6,235		0
Guy's & St Thomas'	10,000	-5,390		4,610
Healthwatch Surrey	1,500	-1,500		0
Reigate & Banstead Borough Council 2022	2,610	-2,610		0
Russell Kin Trust	508	-508		0
All Age Autism		4,568		4,568
Reigate & Bansted Borough Council 2023		287		287
Foyle Foundation		0		0
Gatwick Airport Community Trust 2023		0		0
Peter Harrison Foundation		3,691		3,691
National Lottery 2024		20,000		20,000
Shanly Foundation		3,000		3,000
Alchemy Foundation		0		0
The Bailey Thomas Charitable fund		0		0
Edward Gosling Foundation		0		0
Varb Sparks		0		0
Big Give 2023		13,293		13,293
Power Tutors		0		0
Hardship fund		45		45
	40,326	9,169	0	49,495
TOTAL FUNDS	93,313	27,490	0	120,803

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	56,462	-38,142	18,321
Big Give 2023	10,410	-10,410	0
	66,873	-48,552	18,321
Restricted funds			
Surrey County Council		-19,473	-19,473
National Lottery 2022		-6,235	-6,235
Guys & St Thomas'		-5,390	-5,390
Healthwatch Surrey		-1,500	-1,500
Reigate & Banstead Borough Council		-2,610	-2,610
Russell Kin Trust		-508	-508
All Age Autism	10,000	-5,432	4,568
Reigate & Bansted Borough Council 2023	2,500	-2,213	287
Foyle Foundation	7,500	-7,500	0
Gatwick Airport Community Trust 2023	2,500	-2,500	0
Peter Harrison Foundation	6,000	-2,309	3,691
National Lottery 2024	20,000	0	20,000
Shanly Foundation	3,000	0	3,000
Alchemy Foundation	1,000	-1,000	0
The Bailey Thomas Charitable fund	1,000	-1,000	0
Edward Gosling Foundation	10,000	-10,000	0
Varb Sparks	2,000	-2,000	0
Big Give 2023	24,900	-11,607	13,293
Power Tutors	2,661	-2,661	0
Hardship fund	45	0	45
	93,106	-83,937	9,169
TOTAL FUNDS	159,979	-132,489	27,490

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

Comparatives for movement in funds - 2023

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	34,337	18,650	-42,719	10,268
Redhill Round Table 2022	1,500	-1,500	-	0
Designated reserves	-	-	42,719	42,719
	35,837	17,150	0	52,987
Restricted funds				
Mencap - Let's get Digital	688	-688	-	0
Community Foundation for Surrey 2022	1,685	-1,685	-	0
Surrey County Council	40,000	-20,527	-	19,473
Surrey County Council - Nature Connectedness	3,750	-3,750	-	0
National Lottery 2021	152	-152	-	0
Erasmus Ideal	8,156	-8,156	-	0
Community Foundation for Surrey - Core	951	-951	-	0
Russell Kin Trust	-	508	-	508
National Lottery 2022	-	6,235	-	6,235
Healthwatch Surrey	-	1,500	-	1,500
Guy's & St Thomas'	-	10,000	-	10,000
Reigate & Banstead Borough Council 2022	-	2,610	-	2,610
	55,382	-15,056		40,326
TOTAL FUNDS	91,219	2,094	0	93,313

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

Comparative net movement in funds 2023, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	54,964	-36,314	18,650
Garfield Weston Foundation	15,000	-15,000	0
Redhill Round Table 2022	-	-1,500	-1,500
	69,964	-52,814	17,150
Restricted funds			
Surrey County Council	1,457	-1,457	0
Shanly Foundation	3,000	-3,000	0
National Lottery 2022	10,000	-3,765	6,235
Mencap - Let's get Digital	-	-688	-688
Guys & St Thomas'	10,000	-	10,000
Healthwatch Surrey	1,500	-	1,500
Reigate & Banstead Borough Council	5,000	-2,390	2,610
National Lottery 2021	-	-152	-152
Erasmus Ideal	-	-8,156	-8,156
Russell Kin Trust	8,157	-7,649	508
Community Foundation for Surrey - Core	-	-951	-951
Community Foundation for Surrey 2022	-	-1,685	-1,685
Surrey County Council – Better Care Fund	-	-20,527	-20,527
Surrey County Council - Nature Connectedness	-	-3,750	-3,750
	39,114	-54,170	-15,056
TOTAL FUNDS	109,078	-106,984	2,094

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.03.24 £
Unrestricted funds				
General fund	34,337	36,971	-53,632	17,676
Redhill Round Table 2022	1,500	-1,500		0
Designated reserves	-		53,632	53,632
	35,837	35,471	0	71,308
Restricted funds				
Guys & St Thomas'		4,610		4,610
All Age Autism		4,568		4,568
Reigate & Bansted Borough Council 2023		287		287
Peter Harrison Foundation		3,691		3,691
Big Give 2023		13,293		13,293
National Lottery 2024		20,000		20,000
Hardship fund		45		45
Shanly Foundation		3,000		3,000
Mencap - Let's get Digital	688	-688		0
Community Foundation for Surrey 2022	1,685	-1,685		0
Surrey County Council	40,000	-40,000		0
Surrey County Council - Nature Connectedness	3,750	-3,750		0
National Lottery 2021	152	-152		0
Erasmus Ideal	8,156	-8,156		0
Community Foundation for Surrey - Core	951	-951		0
National Lottery 2022		0		0
Healthwatch Surrey		0		0
Reigate & Banstead Borough Council 2022		0		0
Russell Kin Trust		0		0
Foyle Foundation		0		0
Gatwick Airport Community Trust 2023		0		0

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.03.24 £
Restricted funds - continued				
Alchemy Foundation		0		0
The Bailey Thomas Charitable fund		0		0
Edward Gosling Foundation		0		0
Varb Sparks		0		0
Power Tutors		0		0
	55,382	-5,887	0	49,495
TOTAL FUNDS	91,219	29,584	0	120,803

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	111,426	-74,456	36,971
Garfield Weston Foundation	15,000	-15,000	0
Redhill Round Table 2022	0	-1,500	-1,500
Big Give 2023	10,410	-10,410	0
	136,837	-101,366	35,471
Restricted funds			
All Age Autism	10,000	-5,432	4,568
Reigate & Bansted Borough Council 2023	2,500	-2,213	287
Foyle Foundation	7,500	-7,500	0
Gatwick Airport Community Trust 2023	2,500	-2,500	0
Peter Harrison Foundation	6,000	-2,309	3,691
National Lottery 2024	20,000	0	20,000
Shanly Foundation	3,000	0	3,000
Alchemy Foundation	1,000	-1,000	0
The Bailey Thomas Charitable fund	1,000	-1,000	0
Edward Gosling Foundation	10,000	-10,000	0
Varb Sparks	2,000	-2,000	0
Big Give 2023	24,900	-11,607	13,293
Power Tutors	2,661	-2,661	0
Hardship fund	45	0	45
Surrey County Council	1,457	-1,457	0
Shaley Foundation	3,000	-3,000	0
National Lottery 2022	10,000	-10,000	0
National Lottery 2021		-152	-152
Mencap - Let's get Digital		-688	-688

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Notes to the Financial Statements - continued

10 MOVEMENT IN FUNDS - continued

	Incoming resources £	Resources expended £	Movement in funds £
Restricted funds - continued			
Erasmus Ideal		-8,156	-8,156
Community Foundation for Surrey - 2022		-1,685	-1,685
Surrey County Council - Better Care Fund		-40,000	-40,000
Community Foundation for Surrey - Core		-951	-951
Surrey County Council - Nature Connectedness		-3,750	-3,750
Guys & St Thomas'	10,000	-5,390	4,610
Healthwatch Surrey	1,500	-1,500	0
Reigate & Banstead Borough Council	5,000	-5,000	0
Russell Kin Trust	8,157	-8,157	0
	132,220	-138,107	-5,887
TOTAL FUNDS	269,057	-239,473	29,584

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Detailed Statement Of Financial Activities

FOR THE YEAR ENDED 31 MARCH 2024

	31.3.24	31.3.23
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	62,467	40,575
Hardship fund	45	0
Corporate donations	2,711	0
Grants	65,500	55,114
	130,723	95,689
Other trading activities		
Merchandise	1,061	566
Fund raising events	13,813	75
	14,874	641
Charitable activities		
Performance & outreach fees	6,982	7,648
Membership fees	7,400	5,100
Total incoming resources	159,979	109,078

THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024

Detailed Statement of Financial Activities - continued

	31.3.24	31.3.23
	£	£
EXPENDITURE		
Raising donations and legacies		
Wages	6,680	6,600
Other trading activities		
Opening merchandise stock	878	1,047
Merchandise costs	2,660	951
Closing merchandise stock	-2,429	-878
Fundraising costs	1,227	130
	2,336	1,250
Charitable activities		
Wages	105,490	83,285
Music equipment	266	522
Training Resources	2,297	723
Communication resources & licences	1,053	1,004
	109,106	85,534
Support costs		
Management		
Rent	4,091	2,345
Insurance	176	173
Telephone	60	45
Postage and stationery	397	297
Advertising	3,863	1,627
Sundries	30	-22
Travel & catering costs	633	637
Repairs & renewals	263	518
Computer expenses	964	2,235
Staff training	757	828
Subscriptions	128	145

**THE INCLUDE PROJECT
FOR THE YEAR ENDED 31 MARCH 2024**

Detailed Statement of Financial Activities - continued

	31.3.24	31.3.23
	£	£
Management - continued		
Recruitment costs	0	693
Plant and machinery	133	0
Computer equipment	245	595
Music Equipment	469	1,356
Volunteer costs	254	239
	12,462	11,711
Governance costs		
Accountancy fees	1,440	1,440
Professional fees	300	276
Bank charges	164	173
	1,904	1,889
Total resources expended	132,489	106,984
Net Income	27,490	2,094

THE INCLUDE PROJECT

England & Wales - Charity number 1177785

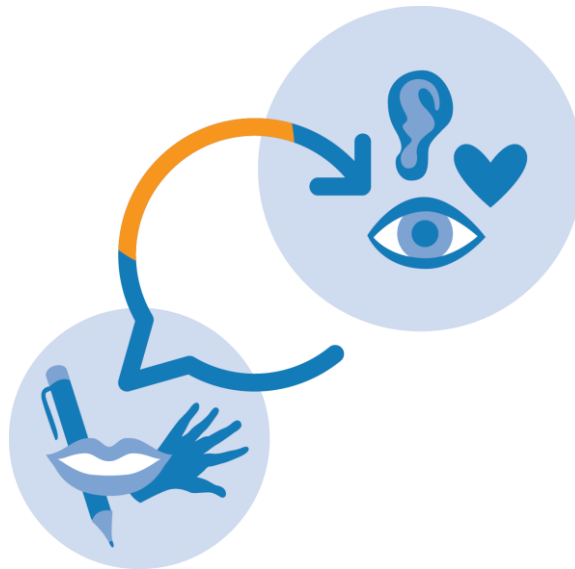
Accounts

**REPORT OF THE TRUSTEES
and
UNAUDITED FINANCIAL STATEMENTS**

**for the year ended
31 MARCH 2023**

for

THE INCLUDE PROJECT



THE INCLUDE PROJECT

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THE INCLUDE PROJECT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of the Charities SORP (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES



Objectives and aims

The objectives of the charity are:

- a) The relief of those in need by reason of communication, memory or learning difficulties; and
- b) The promotion of social inclusion amongst those who have communication, learning or memory difficulties and who are socially excluded from society, or parts of society as a result of their disability; through such training, education and sources as the trustees deem appropriate.

Vision & Mission

The charity's mission is to ensure no-one with a communication need is excluded.

Based on speech and language therapy research, best practice in health and social care, and the views of our beneficiaries, we believe that this can best be achieved by providing opportunities for inclusion, inclusive activities and training in inclusive communication.

Our vision is a world with:

- 1. Significantly better life chances for people with communication needs.**
- 2. Rapidly improved community awareness and knowledge.**
- 3. Changes in public policy to reduce barriers to inclusion.**

Include supports beneficiaries with learning and communication difficulties, and trains local community representatives, social care workers, health care staff and commercial organisations to work more effectively with people with communication needs, by:

- **Coproducing and providing inclusive community activities and self-advocacy groups, which enhance wellbeing, build confidence and skills, develop friendships and increase awareness of rights**
- **Designing and delivering training in inclusive communication and the Mental Capacity Act, for health and social care providers, local community organisations, businesses and people with communication and learning needs**
- **Raising awareness and amplifying the visibility and voice of people with learning disabilities and/or autism and communication needs**

To achieve the aims outlined above, we run the following programmes:

- **The Include Choirs**
 - Weekly inclusive singing and signing sessions for members
 - Performances at community events, conferences and more
 - Outreach sessions for care providers, schools, third sector and businesses
- **The Champions Self-Advocacy & Co-production Group**
 - Co-creation of freely shared accessible information about a range of topics
 - Accessibility reviews of external organisations' Easy Read information
 - Codesign & co-delivery of training

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

- **Stroll and Sign Sessions**
 - provide social and communication learning opportunities
 - improve health and wellbeing through increased communication opportunity, exercise and exposure to nature
- **Supported Volunteering Programme**
 - Training and support for people with learning and communication needs
 - Development of skills for work
- **Speech & Language Therapy Training & Consultancy**
 - Nationally accredited & bespoke training
 - Makaton & Talking Mats courses
 - Tailored inclusive communication/ mental capacity act training for a range of organisations
 - Communication consultancy for individuals, families and care providers

Public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. The trustees have referred to the recommendations contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in setting the policies for the year.

How our activities benefit the public

At least 1 In 5 people will experience a communication difficulty in their lifetime (Royal College of Speech and Language Therapists 2019), including people with learning disabilities, autism, dementia and other acquired or developmental needs. Communication disability leads to:

- increased isolation
- reduced wellbeing & mental health
- poorer health outcomes
- poorer employment opportunities
- increased likelihood of exposure to the criminal justice system

(RCSLT 2021, LeDeR Report 2022)

Our services:

- increase wellbeing, confidence and opportunities for self-advocacy for people with communication needs
- provide skills development opportunities for people with communication needs
- train members of the community, businesses, health and social care providers in the inclusive communication skills which empower and include people with communication needs

Thereby reducing strain on health and social care provision, as well as significantly improving quality of life and opportunity for people with communication needs.



THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

Our Values



ACHIEVEMENT AND PERFORMANCE

The year between March 2022 and 2023 was one of re-evaluation, consolidation and growth.

The Covid-19 pandemic enabled Include.org to grow in varied and unexpected ways, developing new services and online provision, and reaching people over a wider geographical area. From April 2022, our priority was to maintain our increased impact and reach, while ensuring the organisation was sustainable and kept sight of our pre-covid vision and values.

This meant engaging with our stakeholders, developing impact measurement and evaluation processes and investing in staffing, structure and service provision, to reach more people and achieve a greater impact

What we delivered

Output	Total
Include Choir:	69
Weekly Inclusive Music & Communication Sessions	
Outreach Music & Communication Sessions	12
Awareness-Raising / Educational Performances	25
Stroll & Sign: Inclusive Nature & Wellbeing Sessions	19
Champions: speech & language therapy led Self-advocacy & Co-production Sessions	40
External Easy Read Resources created	10
External resources reviewed for accessibility	3
Training: Workshops delivered	13
½ & Full Day Training sessions delivered	8
Volunteers / staff trained in Makaton	18

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

Beneficiaries Reached

Beneficiary Group	Total
Members (with learning or communication needs)	91
Family carers	16
Professional carers	150+
External participants	253
Training recipients	135
Audience members per annum (approximate)	2500+
Volunteers	70
Volunteer hours donated	600+

Progress towards targets

The charity met, and in some cases, exceeded targets in all 4 key areas identified in the 5 year strategy.

'Being at Include is like getting a whole room of people to accept my disability all at once, all over the world.'

Joss, Choir Member

1. Run Inclusive Learning Activities which reduce isolation and develop confidence & skills

- Increase membership reach by 25%
- Scale service delivery: Include Choir & Stroll & Sign
 - Set up a second Include Choir and maintained dual delivery so remote, vulnerable or otherwise isolated members could join online
 - Delivered over 120 inclusive music sessions, performances and workshops, teaching skills and giving voice to people with learning disabilities and autism
 - Recruited 45 new members
 - Delivered services for young people with additional needs in schools
 - Doubled our nature and wellbeing services, providing exercise and friendship, as well as communication skills development

'I am part of the decision-making and that makes me feel included.'

Sarah, Champion & Choir Rep

2. Empower people with learning disabilities and autism through self- advocacy and co-production

- Ran weekly Champions groups in which members:
 - explore complex topics, learn about their rights and develop teamwork and communication skills
 - co-design training and shareable Easy Read resources for all
 - review accessibility of information produced by local & national external organisations (e.g. RCSLT)
- Employed new Speech & Language Therapist to develop new visual resources
- Recruited 4 new supported volunteers

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

'Incredibly informative and thought-provoking. I will be disseminating what I learned to the teams.'

Lindsay: Manager: Mole Valley District Council

3. Develop & Deliver Training & learning opportunities

- Developed 3 new training packages
- Delivered a range of accredited and co-designed training for over 200 people in health & social care, voluntary sector, education & community groups
- Designed 4 new interactive workshops for young people in schools, colleges and third sector groups
- Developed training for supported volunteers and increased numbers of volunteers with communication needs from outside our membership

94% of participants reported a better understanding of inclusive communication needs after attending an Include.org workshop.

4. Raise Awareness of Inclusive Communication Needs

- 100% of workshop
- Increased social media presence & engagement
- Co-created online resources
- Worked with key community partners (e.g. local council, the Mayor's Office) to help spread our message
- Delivered successful online fundraising campaign which significantly increased social media engagement for the following quarter
- Worked alongside network partners, including Surrey Disabled Coalition, Reigate and Banstead Borough Council, Volunteer Action Reigate and Banstead and the Surrey Lieutenancy to ensure that inclusive communication needs were considered and supported in events and services



THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

Awards

It was wonderful to see the work and impact of the charity recognised in a number of local and national Awards once again this year:

- **The Queens Award for Voluntary Service (May 2022)** *'The MBE for Voluntary Groups'*
- **Royal College of Speech & Language Therapists Giving Voice Award (Sept 2022)**
- **BBC Radio Surrey: Make a Difference Award (September 2022)** for groups *'who create real change by breaking down barriers and bringing together people from different walks of life'*.
- **Finalist:** the [Smiley Charity Film Awards](#) (March 2023)
- **Mayor of Reigate & Banstead Volunteer Awards: Team of the Year - The Include Choir Reps (June 2022)**



THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

Partnership working

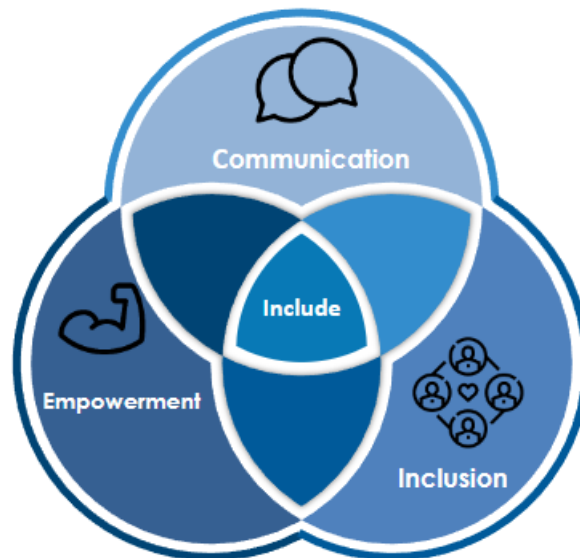
In addition to formal awards and local partnership working, Include.org is also proud to have contributed to a number of national projects, within the capacity of expert in the field of inclusive communication, as follows:

- UK partner - **ERASMUS Project** to improve inclusion in online learning [IDEAL Outputs - IDEAL Digital](#)
- Steering group member and Charity Partner for **CardMedic** App
- Contributor: **Online Mental Capacity Learning Resources** at **Manchester Metropolitan University Virtual Learning Community**
- Reviewer: **Royal College of Speech & Language Therapists / Association of Speech & Language Therapists in Independent Practice**: accessible joint response to the Department of Education SEND Green Paper

Locally too, the charity worked in partnership with multiple organisations, including local care providers Active Prospects and The Grange and with Reigate and Banstead Borough Council, providing training and other opportunities.

Include.org was delighted to be selected as **Reigate & Banstead Mayor's Charity 2022-23** which raised significant funds and raised the charity's profile considerably within the local council and community.

IMPACT



We measure the impact of our services upon people with communication needs and those around them, through a Theory of Change model which evaluates performance against 3 key strands. These three strands of Inclusion, Communication and Empowerment are further subdivided into the areas where we aim to make the biggest impact:

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

In addition to outcome measurements conducted for all training and performances, members and other stakeholders provide regular informal feedback, case studies and topic specific feedback. On a more structured basis, staff provide clinical observation measures, reviews of progress towards personal goals and the Annual Impact Review.

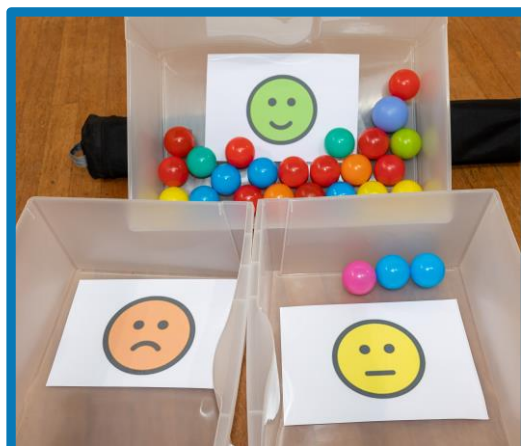
Members are asked if they agreed, partially agreed or disagreed with the following statements, in line with an abbreviated version of our theory of change model.

The results below are hugely encouraging and remain in line with previous year's feedback.

They also help us to identify areas of priority focus, in developing people's understanding of inclusive communication and providing more opportunities to be involved in decision making at all levels of the organisation.

Key Impact Areas	Area of Gain	Statement	% agree
Inclusion	Mental Health & Wellbeing	Include.org makes me feel happy	98
	Community Engagement	Include.org helps me feel part of a community	95
	Reducing Loneliness	I have met new people or made new friends at Include.org	90
Communication	Increased Understanding	I have learned new things at Include.org	93
	New Skills	I have learned skills at Include.org	95
	New Knowledge	Include.org helps me understand what inclusive communication is	88
Empowerment	Knowledge of rights	Include.org helps people see that inclusive communication is a right / important	98
	Confidence	Include.org helps me feel more confident (about communicating)	92
	Decision-making	I help to make decisions at Include.org	86

The charity acknowledges the ongoing challenges of gathering feedback from beneficiaries who are non-verbal or have limited receptive language and literacy skills, and will continue to work to develop holistic and creative measures to ensure that all services are co-produced with as many members as possible and all voices heard.



THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW



Financial position

The charity's financial position is reviewed annually at the trustees' meeting held to approve the year end accounts.

For the year ended 31 March 2023, the charity's total income was £109,078. Although this appears to represent a reduction in income from the previous year, this is not actually the case as the previous year's accounts included £43,500 of funds restricted for projects commencing in 2022-23, but which were received before the end of the previous financial year.

Principal funding sources

As in previous years, a proportion of funding was received from Trusts and Foundations, with grateful thanks to the Garfield Weston Foundation, Russel Kin Foundation and Shanly Foundation, the Community Foundation for Surrey and Gatwick Airport Community Trust, as well as the National Lottery, Royal Mencap and Arnold Clark. Grant funding was also received from both Borough and County Councils. The charity is also immensely grateful to the Mayor of Reigate and Banstead for selecting Include to be his chosen charity for the year, which raised significant funds, as well as increasing the profile of Include.

This year, funding was also received as part of contracted work with external organisations, namely the continuation of the Erasmus project and a new contract to deliver work around Reasonable Adjustments for Guys and St Thomas's NHS Trust.

The charity significantly increased the community fundraising target and was able to raise over £23,000 through participation in Run Reigate sporting event and The Big Give Challenge online fundraiser.

The remaining income was generated from small non restricted grants, membership fees and income earned from outreach and training work (both of which increased following temporary cessation of income during covid (restarted in 2022)). The total also includes the gift aid claim submitted for all applicable donations this year.

Expenditure

Total expenditure for the year was £106,984. This year-on-year increase in expenditure primarily reflects increased staffing costs, particularly in light of the expansion of the speech and language therapy team, as well as an increase in the number of services delivered. We have been able to maintain the increased size, service delivery and impact of the charity thanks to the increased generosity and breadth of our supporters. We are committed to attracting the highest calibre of staff, to make the greatest impact for our beneficiaries and therefore pay contracted staff in accordance with fair pay structures.

Reserves



The charity has relatively few specific long-term commitments but the Trustees are mindful of the need to designate a proportion of the unrestricted reserves, alongside funds restricted for the purpose, to ensure that the charity meets its increased staffing, resource and overhead costs. This will allow us to run current and planned activities for up to 6 months (3 months full operational costs and 3 months reduced operations), in the event that no further funds are forthcoming.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

Total reserves at the end of the year consisted of £52,987 in unrestricted funds and £40,326 in restricted funds. The unrestricted funds within the accounts include funds raised by the Big Give Challenge, which in future will be recorded as restricted funds up to the target amount, as per their guidelines.

Of the unrestricted funds, the Trustees recommend that £42,719 are designated to cover the charity's running costs as per the reserves policy and note 10 of the accounts.

This reserves policy takes into account the need for financial stability and sustainability, enabling us to meet beneficiary need, provide sufficient resources and meet long-term strategic goals. The Trustees do not currently have any concerns about the charity continuing as a going concern

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is registered as a Charitable Incorporated Organisation, controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.



Recruitment and appointment of new trustees

The charity is required to have a minimum of 4 trustees and as at 31st March 2023 it had 7 trustees.

The trustees are constantly reviewing their skills set and representation; when needed, we seek new trustees through local and national volunteer agencies, social media and through personal contacts. Our current priority is to become a more inclusive Board, by significantly increasing representation of people from minority groups on the board, including people with disabilities and lived experience. The charity is actively liaising with community partners to achieve this goal.

Potential new trustees meet with the board, provide references and subject to satisfactory interview and accepting the responsibilities required by the Charity Commission, will be co-opted on to the board; the appointment is ratified at the AGM.

Staffing

The Founder & CEO, Alix Lower, worked in the NHS for over 15 years as both a speech and language therapist and Safeguarding Adults Lead – bringing a range of relevant skills. She was presented with the Royal College of Speech & Language Therapists' Giving Voice Award in 2019 for a *'tireless commitment to highlighting inclusive communication'* and is supported by an excellent part-time team of contracted staff and session leads.



In 2022, The Include Project significantly increased its staffing capacity and recruited 2 part time speech and language therapists, enabling the charity to increase its clinical impact and service development. In addition, new session leads were recruited to the Stroll and Sign and Epsom Include Choir projects.

The core staff team remains stable but all part time roles have required an increased number of hours across the week in order to manage the great number of services and beneficiaries.

The organisation has over 50 volunteers, who receive inclusive communication and mandatory training and who remain integral to the smooth running of services.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Mrs Cathy Wood - Chair (appointed 20/12/2022)
Mr J Van Laer - Vice-Chair
Mr N Leach - Treasurer
Mrs C L Dawson
Mr F Osman
Mr D Hill
Ms Sofia Yermo-Moore
Ms Victoria Hatcher (stepped down 22/10/22)

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Approved by order of the board of trustees on Tuesday 19th December and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written on a light blue horizontal line.

N Leach - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE INCLUDE PROJECT

Independent examiner's report to the trustees of The Include Project ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Date: 28th December 2023

THE INCLUDE PROJECT

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		56,575	39,114	95,689	126,044
Charitable activities					
Performance & outreach fees		7,648	-	7,648	663
Membership fees		5,100	-	5,100	3,362
Other trading activities	2	<u>641</u>	<u>-</u>	<u>641</u>	<u>180</u>
Total		69,964	39,114	109,078	130,249
 EXPENDITURE ON					
Raising funds		7,818	32	7,850	8,284
Charitable activities					
Performance & outreach costs		36,744	48,790	85,534	65,524
Support costs		6,569	5,142	11,711	10,917
Governance costs		<u>1,683</u>	<u>206</u>	<u>1,889</u>	<u>2,397</u>
Total		52,814	54,170	106,984	87,122
 NET INCOME/(EXPENDITURE)		17,150	(15,056)	2,094	43,127
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>35,837</u>	<u>55,382</u>	<u>91,219</u>	<u>48,092</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>52,987</u></u>	<u><u>40,326</u></u>	<u><u>93,313</u></u>	<u><u>91,219</u></u>

The notes form part of these financial statements

THE INCLUDE PROJECT

BALANCE SHEET 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	6	790	-	790	2,514
CURRENT ASSETS					
Stocks	7	878	-	878	1,047
Debtors	8	1,263	10,160	11,423	1,809
Cash at bank and in hand		<u>55,321</u>	<u>42,487</u>	<u>97,808</u>	<u>98,764</u>
		57,462	52,647	110,109	101,620
CREDITORS					
Amounts falling due within one year	9	(5,265)	(12,321)	(17,586)	(12,915)
NET CURRENT ASSETS		<u>52,197</u>	<u>40,326</u>	<u>92,523</u>	<u>88,705</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		52,987	40,326	93,313	91,219
NET ASSETS		<u>52,987</u>	<u>40,326</u>	<u>93,313</u>	<u>91,219</u>
FUNDS	10				
Unrestricted funds				52,987	35,837
Restricted funds				<u>40,326</u>	<u>55,382</u>
TOTAL FUNDS				<u>93,313</u>	<u>91,219</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

THE INCLUDE PROJECT
BALANCE SHEET - continued
31 MARCH 2023

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 19th December 2023 and were signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written over a faint horizontal line.

N Leach - Trustee

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 33.33% on cost
Computer equipment - 33.33% on cost

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

2. OTHER TRADING ACTIVITIES

	31.3.23	31.3.22
	£	£
Merchandise	566	180
Fund raising events	75	-
	<u>641</u>	<u>180</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.23	31.3.22
	£	£
Depreciation - owned assets	1,951	1,904
Deficit on disposal of fixed assets	-	24
	<u>-</u>	<u>24</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – 2022

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,973	88,071	126,044
Charitable activities			
Performance & outreach fees	663	-	663
Membership fees	3,362	-	3,362
Other trading activities	<u>180</u>	<u>-</u>	<u>180</u>
Total	42,178	88,071	130,249
EXPENDITURE ON			
Raising funds	8,284	-	8,284
Charitable activities			
Performance & outreach costs	33,778	31,746	65,524
Support costs	4,916	6001	10,917
Governance costs	<u>1,665</u>	<u>732</u>	<u>2,397</u>
Total	<u>48,643</u>	<u>38,479</u>	<u>87,122</u>
NET INCOME	<u>(6,465)</u>	<u>49,592</u>	<u>43,127</u>
Net movement in funds	(6,465)	49,592	43,127

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	42,302	5,790	48,092
TOTAL FUNDS CARRIED FORWARD	<u>35,837</u>	<u>55,382</u>	<u>91,219</u>

6. TANGIBLE FIXED ASSETS

	Plant and machinery £	Computer equipment £	Totals £
COST			
At 1 April 2022	2,583	5,035	7,618
Additions	<u>227</u>	<u>-</u>	<u>227</u>
At 31 March 2023	<u>2,810</u>	<u>5,035</u>	<u>7,845</u>
DEPRECIATION			
At 1 April 2022	1,670	3,434	5,104
Charge for year	594	1,357	1,951
Eliminated on disposal	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2023	<u>2,264</u>	<u>4,791</u>	<u>7,055</u>
NET BOOK VALUE			
At 31 March 2023	<u>546</u>	<u>244</u>	<u>790</u>
At 31 March 2022	<u>913</u>	<u>1,601</u>	<u>2,514</u>

7. STOCKS

		31.3.23	31.3.22
		£	£
Stocks		<u>878</u>	<u>1,047</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	10,819	937
Prepayments	<u>604</u>	<u>872</u>
	<u>11,423</u>	<u>1,809</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	17,186	12,915
Accrued expenses	<u>400</u>	<u>-</u>
	<u>17,586</u>	<u>12,915</u>

10. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	34,337	18,650	(42,719)	10,268
Redhill Round Table 2022	1,500	(1,500)	-	-
Designated reserves	<u>-</u>	<u>-</u>	<u>42,719</u>	<u>42,719</u>
	35,837	17,150	-	52,987
Restricted funds				
Mencap - Let's get Digital	688	(688)	-	-
Community Foundation for Surrey 2022	1,685	(1,685)	-	-
Surrey County Council	40,000	(20,527)	-	19,473
Surrey County Council - Nature Connectedness	3,750	(3,750)	-	-
National Lottery 2021	152	(152)	-	-
Erasmus Ideal	8,156	(8,156)	-	-
Community Foundation for Surrey - Core	951	(951)	-	-
Russell Kin Trust	-	508	-	508
National Lottery 2022	-	6,235	-	6,235
Healthwatch Surrey	-	1,500	-	1,500
Guy's & St Thomas'	-	10,000	-	10,000
Reigate & Banstead Borough Council 2022	-	2,610	-	2,610
	<u>55,382</u>	<u>(15,056)</u>	<u>-</u>	<u>40,326</u>
TOTAL FUNDS	<u>91,219</u>	<u>2,094</u>	<u>-</u>	<u>93,313</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	54,964	(36,314)	18,650
Garfield Weston Foundation	15,000	(15,000)	-
Redhill Round Table 2022	-	(1,500)	(1,500)
	<u>69,964</u>	<u>(52,814)</u>	<u>17,150</u>
Restricted funds			
Surrey County Council	1,457	(1,457)	-
Shanly Foundation	3,000	(3,000)	-
National Lottery 2022	10,000	(3,765)	6,235
Mencap - Let's get Digital	-	(688)	(688)
Guys & St Thomas'	10,000	-	10,000
Healthwatch Surrey	1,500	-	1,500
Reigate & Banstead Borough Council	5,000	(2,390)	2,610
National Lottery 2021	-	(152)	(152)
Erasmus Ideal	-	(8,156)	(8,156)
Russell Kin Trust	8,157	(7,649)	508
Community Foundation for Surrey - Core	-	(951)	(951)
Community Foundation for Surrey 2022	-	(1,685)	(1,685)
Surrey County Council – Better Care Fund	-	(20,527)	(20,527)
Surrey County Council - Nature Connectedness	-	(3,750)	(3,750)
	<u>39,114</u>	<u>(54,170)</u>	<u>(15,056)</u>
TOTAL FUNDS	<u>109,078</u>	<u>(106,984)</u>	<u>2,094</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	11,962	(7,965)	30,340	34,337
Redhill Round Table 2022	-	1,500	-	1,500
Designated reserves	<u>30,340</u>	<u>-</u>	<u>(30,340)</u>	<u>-</u>
	42,302	(6,465)	-	35,837
Restricted funds				
Peoples Health Trust	3,326	(3,326)	-	-
Community Foundation for Surrey 2021	2,257	(2,257)	-	-
Mencap - Let's get Digital	-	688	-	688
Community Foundation for Surrey	-	1,685	-	1,685
Surrey County Council – Better Care Fund	-	40,000	-	40,000
Surrey County Council - Nature Connectedness	-	3,750	-	3,750
National Lottery 2021	-	152	-	152
Erasmus Ideal	-	8,156	-	8,156
Community Foundation for Surrey – Core	-	951	-	951
Reigate & Banstead Small Grant	<u>207</u>	<u>(207)</u>	<u>-</u>	<u>-</u>
	5,790	49,592	-	55,382
TOTAL FUNDS	<u>48,092</u>	<u>43,127</u>	<u>-</u>	<u>91,219</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	36,878	(44,843)	(7,965)
East Surrey Mencap - Let's get Digital	2,800	(2,800)	-
Arnold Clark Community Fund	1,000	(1,000)	-
Redhill Hill Round Table 2022	1,500	-	1,500
	<u>42,178</u>	<u>(48,643)</u>	<u>(6,465)</u>
Restricted funds			
Peoples Health Trust	-	(3,326)	(3,326)
Community Foundation for Surrey 2021	-	(2,257)	(2,257)
Reigate & Banstead Small Grant 2021	-	(207)	(207)
Mencap - Let's get Digital	6,500	(5,812)	688
Gatwick Airport Community Trust	2,400	(2,400)	-
Reigate & Banstead Small Business Grant 2022	2,000	(2,000)	-
National Lottery 2021	10,000	(9,848)	152
Erasmus Ideal	11,421	(3,265)	8,156
Reigate & Banstead Council	2,000	(2,000)	-
Community Foundation for Surrey – Core	5,000	(4,049)	951
Community Foundation for Surrey 2022	5,000	(3,315)	1,685
Surrey County Council – Better Care Fund	40,000	-	40,000
Surrey County Council - Nature Connectedness	3,750	-	3,750
	<u>88,071</u>	<u>(38,479)</u>	<u>49,592</u>
TOTAL FUNDS	<u>130,249</u>	<u>(87,122)</u>	<u>43,127</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	11,962	10,685	(12,379)	10,268
Designated reserves	<u>30,340</u>	<u>-</u>	<u>12,739</u>	<u>42,719</u>
	42,302	10,685	-	52,987
Restricted funds				
Peoples Health Trust	3,326	(3,326)	-	-
Community Foundation for Surrey 2021	2,257	(2,257)	-	-
Reigate & Banstead Small Grant 2021	207	(207)	-	-
Surrey County Council – Better Care Fund	-	19,473	-	19,473
National Lottery 2022	-	6,235	-	6,235
Healthwatch Surrey	-	1,500	-	1,500
Reigate & Banstead Borough Council 2022	-	2,610	-	2,610
Russell Kin Trust	-	508	-	508
Guys & St Thomas'	<u>-</u>	<u>10,000</u>	<u>-</u>	<u>10,000</u>
	5,790	34,536	-	40,326
TOTAL FUNDS	<u>48,092</u>	<u>45,221</u>	<u>-</u>	<u>93,313</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	91,842	(81,157)	10,685
Garfield Weston Foundation	15,000	(15,000)	-
East Surrey Mencap - Let's get Digital	2,800	(2,800)	-
Arnold Clark Community Fund	1,000	(1,000)	-
Redhill Round Table 2022	1,500	(1,500)	-
	<u>112,142</u>	<u>(101,457)</u>	<u>10,685</u>
Restricted funds			
Peoples Health Trust	-	(3,326)	(3,326)
Community Foundation for Surrey 2021	-	(2,257)	(2,257)
Reigate & Banstead Small Grant 2021	-	(207)	(207)
Surrey County Council	1,457	(1,457)	-
Shaley Foundation	3,000	(3,000)	-
National Lottery 2022	10,000	(3,765)	6,235
Mencap - Let's get Digital	6,500	(6,500)	-
Gatwick Airport Community Trust	2,400	(2,400)	-
National Lottery 2021	10,000	(10,000)	-
Reigate & Banstead Small Grant 2022	2,000	(2,000)	-
Erasmus Ideal	11,421	(11,421)	-
Reigate & Banstead Council	2,000	(2,000)	-
Community Foundation for Surrey - 2022	5,000	(5,000)	-
Surrey County Council – Better Care Fund	40,000	(20,527)	19,473
Community Foundation for Surrey – Core	5,000	(5,000)	-
Surrey County Council - Nature Connectedness	3,750	(3,750)	-
Guys & St Thomas'	10,000	-	10,000
Healthwatch Surrey	1,500	-	1,500
Reigate & Banstead Borough Council	5,000	(2,390)	2,610
Russell Kin Trust	8,157	(7,649)	508
	<u>127,185</u>	<u>(92,649)</u>	<u>34,536</u>
TOTAL FUNDS	<u>240,327</u>	<u>(195,105)</u>	<u>45,221</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	40,575	36,973
Grants	<u>55,114</u>	<u>89,071</u>
	95,689	126,044
Other trading activities		
Merchandise	566	180
Fund raising events	<u>75</u>	<u>-</u>
	641	180
Charitable activities		
Performance & outreach fees	7,648	663
Membership fees	<u>5,100</u>	<u>3,362</u>
Total incoming resources	109,078	130,249
EXPENDITURE		
Raising donations and legacies		
Wages	6,600	8,075
Other trading activities		
Opening merchandise stock	1,047	605
Merchandise costs	951	651
Closing merchandise stock	(878)	(1,047)
Fundraising costs	<u>130</u>	<u>-</u>
	1,250	209
Charitable activities		
Wages	83,285	64,252
Music equipment	522	344
Training Resources	723	-
Communication resources & licences	<u>1,004</u>	<u>928</u>
	85,534	65,524
Support costs		
Management		
Rent	2,345	403
Insurance	173	155
Telephone	45	59
Postage and stationery	297	394
Carried forward	2,860	1,011

This page does not form part of the statutory financial statements

THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	31.3.23 £	31.3.22 £
Management		
Brought forward	2,860	1,011
Advertising	1,627	886
Sundries	(22)	28
Travel & catering costs	637	437
Repairs & renewals	518	178
Computer expenses	2,235	3,024
Staff training	828	3,235
Subscriptions	145	140
Recruitment costs	693	50
Plant and machinery	595	645
Computer equipment	1,356	1,259
Volunteer costs	239	-
Loss on sale of tangible fixed assets	<u>-</u>	<u>24</u>
	11,711	10,917
Governance costs		
Accountancy fees	1,440	1,440
Professional fees	276	957
Bank charges	<u>173</u>	<u>-</u>
	<u>1,889</u>	<u>2,397</u>
Total resources expended	<u>106,984</u>	<u>87,122</u>
Net income	<u><u>2,094</u></u>	<u><u>43,127</u></u>

This page does not form part of the statutory financial statements

THE INCLUDE PROJECT

England & Wales - Charity number 1177785

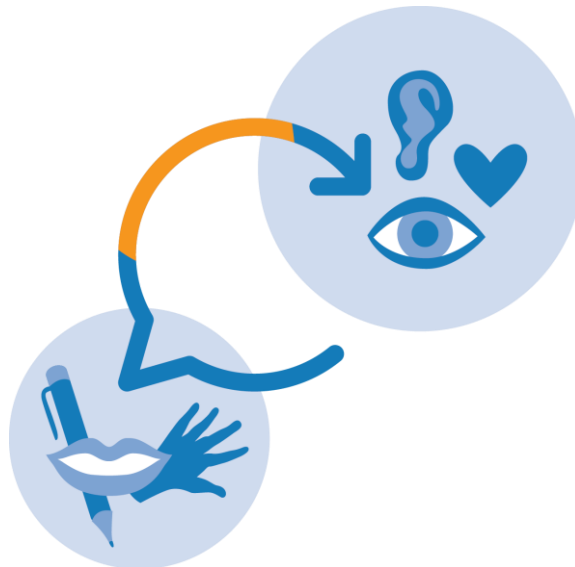
Accounts

**REPORT OF THE TRUSTEES
and
UNAUDITED FINANCIAL STATEMENTS**

**for the year ended
31 MARCH 2022**

for

THE INCLUDE PROJECT



THE INCLUDE PROJECT

CONTENTS OF THE REPORT & FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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THE INCLUDE PROJECT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022



The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of the Charities SORP (FRS 102) (effective 1 January 2019).



OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the charity are:

- a) The relief of those in need by reason of communication, memory or learning difficulties; and
- b) The promotion of social inclusion amongst those who have communication, learning or memory difficulties and who are socially excluded from society, or parts of society as a result of their disability; through such training, education and sources as the trustees deem appropriate.

Public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. The trustees have referred to the recommendations contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in setting the grant making policy for the year.

Vision & Mission

The charity's mission is to break down barriers for people with communication needs.

Based on speech and language therapy research, best practice in health and social care, and the views of our beneficiaries, we believe that this can best be achieved by providing opportunities for inclusion, inclusive activities and training in inclusive communication.

Our vision is a world with:

- 1. Significantly better life chances for people with communication needs.**
- 2. Rapidly improved community awareness and knowledge.**
- 3. Changes in public policy to reduce barriers to inclusion.**

Include supports beneficiaries with learning and communication difficulties, and trains local community representatives, social care workers, health care staff and commercial organisations on how to work more effectively with people with communication needs, by:

- **Amplifying the visibility and voice of people with learning disabilities and/or autism**
- **Designing and delivering training in inclusive communication and the Mental Capacity Act, for health and social care providers, local community organisations, businesses and people with communication and learning needs**
- **Coproducing and providing inclusive community activities like The Include Choir, building confidence, skills, friendships and awareness of rights**

We use and teach Makaton Signing and other evidence-based inclusive communication techniques to raise awareness of the need for inclusive communication, and to develop skilled communication partners in the community. We train locally and in the South East and perform locally and nationally, raising awareness of inclusive communication, the Mental Capacity Act and the capabilities and potential of people with communication needs.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2022



ACHIEVEMENT AND PERFORMANCE

Charitable activities

The year between March 2021 and 2022 was one of constant reassessment and flexibility as the landscape continued to shift in the wake of the Covid lockdowns March 21. With the safety of our members always at the forefront of our minds, we continued to offer multiple online services until June 21 when we started to introduce outdoor social and musical sessions once again, gradually building the confidence of the people we support with cognitive communication difficulties, as life started to reopen, with all the complexities and anxieties that this brought.

As Covid-19 relaxed its grip, face to face choir rehearsals restarted at a new venue in September 2021. Strict infection control protocols for volunteers, staff and attendees were followed and in-person sessions were alternated with digital delivery to allow those not ready to return to continue to receive services. Brand new online and outdoor services started and when assessment of the landscape suggested that the risks of continuing to meet in person indoors in late 2021 were too great – we reverted to a digital delivery model with opportunity for outdoor Christmas musical events.

Digital funding from Mencap meant that we could launch a Dual Delivery model of The Include Choir in January 2022 (run simultaneously online and in person), and from that point forwards, all Include.org's services have remained a blend of in person and digital so that we can reach as many people with communication needs as possible and help to mitigate the devastating effects of the Covid-19 pandemic on an already marginalised group of people.

Awards

It was wonderful to see the outstanding work of the charity recognised in a number of local and national Awards during this year.

- **Certificate of Appreciation: Lord Lieutenant of Surrey**
for Outstanding Community Support during the Covid-19 Pandemic
- **Mayor of Reigate & Banstead's Young Volunteer of the Year Award 2021**
awarded to Sofia Yermo-Moore, longstanding volunteer and young Trustee
- **Learning Disability & Autism Awards 2021: Breaking Down Barriers Award**
Finalist – for making information more accessible for all
- **Learning Disabilities & Autism UK Leaders' List 2021**
The Include Choir Steering Group (Work & Education)
- **Royal College of Speech & Language Therapists – Giving Voice Award**
promoting the right to supported-decision making at end of life



Services Delivered

Summary

Staff and volunteers continued to work extraordinarily hard to provide increased services in the wake of Covid, designing brand new services and redesigning existing services to fit current guidance, restrictions and beneficiary preferences.

The Include Choir continued to provide multiple weekly engagement opportunities across different platforms. Active online membership of The Include Choir Online nationwide reduced as services reopened in the wake of the pandemic, but local membership increased significantly and gradually, connections have been made with all members who were not able to join us online. During the period that group gatherings were permitted but deemed safest outside, The Include Choir Roadshows travelled to supported-living and residential services to bring positivity, musical inclusion and communication skills practice to groups who could safely mingle within the same 'bubbles'.

Virtual 'Sing Sign and Smile sessions for specific care services continued to be delivered, as well as free weekly Facebook Sign sessions or members in Surrey or elsewhere in the UK.

In addition to the musical activities, significant new opportunities for empowerment and skills development have been developed through the **Champions Coproduction Group**. As well as working to review our own services and creating freely downloadable Easy Read resources that can be used to support anyone with a cognitive communication difficulty, the Champions group also review and make suggestions to improve the accessibility and inclusivity of external resources. This year, the group worked in partnership with The Samaritans and Royal College of Speech and Language Therapists, amongst other organisations.

The Stroll and Sign Service was launched in September 2021, in recognition of the benefits of outdoor activity for mental and physical wellbeing, as well as the opportunity for meaningful interaction and informal training in inclusive communication tools and techniques. Funding was secured at the end of March 2022

Of course, And as the world slowly reopened its doors, we started to recommence our **awareness-raising workshops, talks and training**. It was a busy year!



The Include Choir & Inclusive Musical Activities

Session Breakdown

Activity	Description	Number Delivered	Benefit
Include Choir Flexible Delivery	<i>April – December 21</i> Inclusive music & communication sessions delivered weekly via Zoom or in person	34	- Community inclusion - Maintain & develop communication & music skills - Maintain and develop new friendships
Include Choir Dual Delivery	<i>January 21 – Ongoing</i> Include Choir sessions delivered simultaneously on Zoom and in-person so all can attend	11	- As above - Continuity & engagement for those unable / unwilling to rejoin physical activities
Sunday Short & Sweet Sing Sign & Smile	<i>Ongoing</i> Sunday Facebook Live music & communication sessions open to all	45	- practice signing & music skills - engage with friends in a safe online space
Include Choir Roadshows	<i>June – August 21</i> Small group Include Choir Sessions which took place in outdoor group home locations	4	- safe singing opportunities - promote wellbeing, fun & interaction - practice communication skills (members & staff)
Sign-sharing videos	<i>Ongoing</i> Weekly Sign sharing and song videos	45	- Raise awareness - Empower & ensure voices of people with cognitive communication needs are heard - Members take responsibility for active contribution
Bespoke Sing Sign & Smile Sessions on Zoom or in-person	<i>Monthly</i> Inclusive communication & music sessions for care services / college groups	12	- Engagement for non-verbal communicators at greatest risk of isolation - Activity & learning for people with a range of communication needs - Modelling skills for support staff



Community Representation & Awareness-Raising through Performance

Despite the ongoing challenge and unpredictability of fluctuating Covid restrictions and heightened vulnerabilities, we recognise the value that performance brings to people with cognitive communication needs – and its ability to build confidence and self-esteem. When it was safe to do so, the Include Choir started to rebuild performance opportunities within the community, through painstaking risk assessment and adaptation from September 2021 onwards – reverting to online performance and participation, when the risk of performance in person was deemed too great.

In this way, Include.org was able to ensure that people with learning disabilities, autism and cognitive communication difficulties were not forgotten or excluded as the world started to open up again. We were even able to resume our community Big Sings, under careful guidance, so that members of the community could be invited in to meet people at risk of exclusion and to learn communication skills for a more inclusive community.

Every care was taken to ensure that members were kept genuinely informed through accessible information and reasonable adjustment, to minimise the stress of change -and a balance of online and in person events ensured that those people only ready to connect virtually were still included.

Performance Calendar 2021-2022

Event	Date	Location	Benefit
Virtual Summer Big Sing with Singing Hands	07.07.2021	Online	• Boosted wellbeing & skills • Opportunity to meet Makaton role-models
Outdoor Wedding Performance	02.09.2021	Merstham	• Community inclusion • Confidence-building • Promoted happiness & wellbeing
Live from Lockdown Competition Winners Concert	11.09.2021	Harlequin Theatre Redhill	• Celebrated winning online competition • Promoted positive view of people with cognitive communication needs • Raised awareness of inclusive communication
RBBC Mayor Volunteers Awards Ceremony	21.09.2021	Harlequin Theatre Redhill	• Celebrated achievement of Include.org volunteers • Ensured people with cognitive communication needs were represented & included
Outdoor Children in Need Performance	16.10.2021	Hurst Green	• Supported National Charity Event • Boosted self-esteem • Empowered and gave voice to people at risk of exclusion
World Singing Day	16.10.2021	Online	• Ensured representation in international mass singing event
Hatchlands Big Sing with the Mayor	20.10.2021	Hatchlands Primary School	• Raised awareness of communication needs in the community • Empowered Steering Group committee who took lead roles in the event
Makaton Advent Calendar – Virtual Performance	01.12.2021	Online	• Participation in national charity event • Boosted self-esteem & wellbeing
Outdoor Carols	02.12.2021	Merstham Mix	• Community inclusion
RCSLT One World of Communication Human Rights Day	10.12.2021	Online	• Song-writing & performance video giving voice to people with cognitive communication • Promoted the human right to communication support • Engaged with other choirs across UK

Carols in the Cold	11.12.2021	Redhill Town Centre	• Community inclusion • Celebration of Christmas
Starlight Carols at the Arc	17.12.2021	Arc Theatre Balcony	• Community partnership building • Christmas celebration
Include Choir Virtual Carol Concert	19.12.2021	Online	• Christmas celebration • Inclusion of family & friends
Sight for Surrey Centenary Concert	10.03.2022	Yehudi Menuhin Hall	• Confidence-building • Inclusion in high-quality musical event



Photo reproduced by kind permission of Sight for Surrey: March 2021

Other Inclusive Social, Health and Wellbeing Activities

In addition to musical sessions and performances, Include.org ran a number of other activities designed to promote the inclusion and empowerment of people with cognitive communication skills, to develop skills and to raise awareness of inclusive communication.

While regular opportunities to meet in person were limited, facilitated social communication 'teabreak' sessions continued to run online. From 5th June to 31st July 2021, these alternated with outdoor tea breaks where people could safely meet in person in the local park. The graphic facilitation and other communication support at tea breaks was supplemented by a weekly accessible newsletter in which choir members were able to share news and achievements. These sessions and resources were also an opportunity to share accessible information about the current situation and for people to discuss any concerns or anxieties they may have as the pandemic landscape changed.

As not all members were supported to attend sessions at this point, the Include Activity Magazine continued to be produced bi-monthly and posted out to all members until the end of July 2021 to ensure connections were maintained and activities provided.

Activity	Description	Number Delivered	Benefit
Virtual Tea Breaks	Weekly – on Zoom Facilitated inclusive news sharing sessions for members with understanding and / or speaking difficulties	9	• Maintaining friendships • Support to share stories and feelings • Feeling listened to • Providing structure • Skills development for volunteers
Outdoor Tea breaks	Fortnightly June -July 21 Opportunity to reconnect, socialise and redevelop communication skills	6	• As above • Plus benefit of in person interaction, particularly for people whose needs made Zoom challenging
Include Newsletter	Weekly Accessible newsletter to share members' news & achievements	12	• Providing accessible information • Connecting people
Include & Reconnect Magazine	Bi-monthly until July Accessible activity and craft magazine	2	• Providing meaningful, accessible activity
Stroll & Sign Sessions	Monthly from September Outdoor activity and communication service	5	• Boosting physical fitness • Increased contact with nature • Increased communication & social opportunities • Modelling good communication practice for support staff

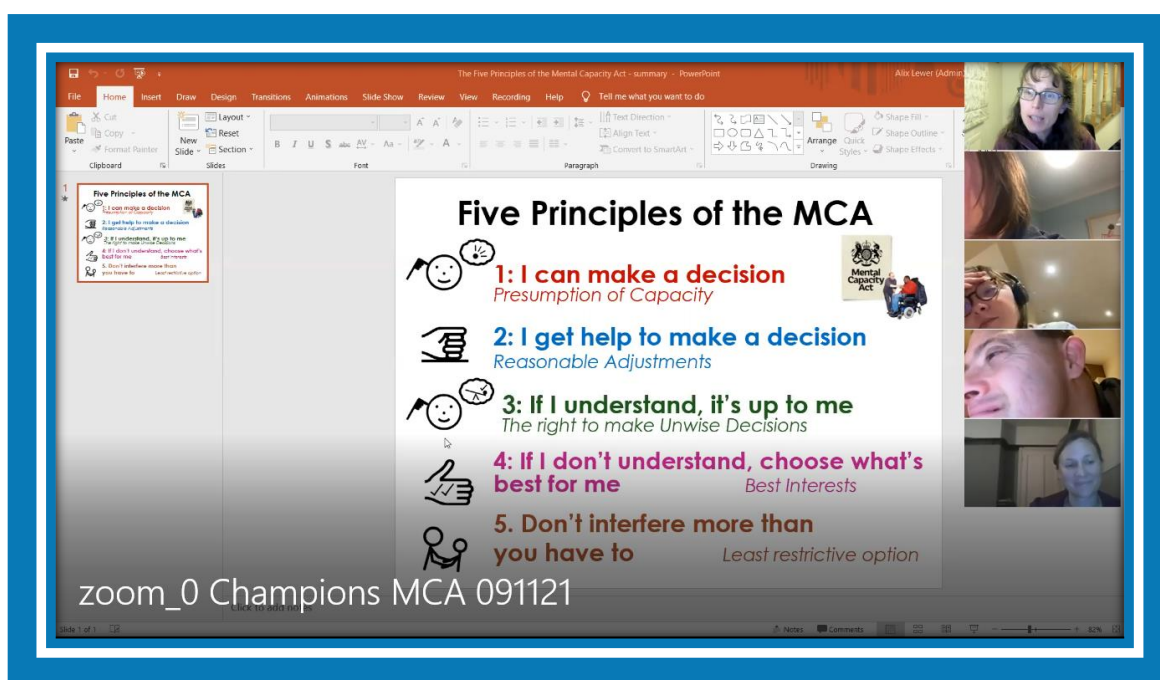


Empowerment and Co-production Services

Co-production means creating and delivering service in partnership with the people that need and receive them, helping to ensure services are fit for purpose. This year saw significant development in our co-production activities with the launch of the Champions Coproduction group.

Champions Coproduction Group

The Champions are a group of motivated Include Choir members with learning disabilities, autism or physical disabilities who want to take the next step in developing their confidence and skills. They review **Include.org**'s training and materials, covering the topics of inclusion, inclusive communication and the mental Capacity Act. The act of co-designing and discussing also raises awareness of people's rights to supported decision-making and autonomy, and means people are more empowered to speak up for themselves and request support to understand complex information.



To support others to understand complex issues, the Champions Group also create Easy Read resources about topics that matter to them and review and critique resources from external organisations too. They help to create a more inclusive community by sharing the inclusive communication practice that they want to see.

Although the Include Champions began with members working individually with staff and volunteers to create and review the monthly Easy Read Give-Aways that marked the charity's fifth birthday celebration in May 2021, by November, they had chosen to meet online as a group to create and review accessible information and training together, from both internal and external sources.

The group is still developing and from 2022 onwards, will be focusing on more partnership working with external organisations and formalising records of skills development to help support the Champions on the road to further work experience, voluntary work or employment within or outside the charity.

Accessible Resource Creation

Resource & date	Type	Members contributing	Benefit
<u>Ramadan Easy Read Resource</u> – created as part of volunteer skills development May 2021	Accessible Resource review & volunteer skills development	2	- Promoting diversity & acceptance - Empowering people with learning disabilities / autism - Teaching reviewing skills - Teaching accessible information skills to volunteer - Providing work experience - Developing commercial service - Provision of free resource for anyone with communication needs / working with people with communication needs
<u>Healthy Eating Easy Read Resource</u> June 2021	Accessible Resource Creation	2	- Providing accessible information about a topic of relevance - Supporting member to articulate and organise information, to share knowledge and empower others to live healthier lives
<u>Listening Skills Easy Read Resource</u> Sept 2021	Accessible Resource Creation	2	- Promoting empathy - Raising awareness of listening as a component of inclusive communication - As above
Samaritans Helpline flyer Oct 2021	Accessibility review & feedback	6	- Reviewing work of a National Charity to improve inclusion of people with cognitive communication needs - Improving mainstream inclusive communication practice - Developing self-esteem & skills in people with cognitive communication needs
<u>What is Racism Easy Read Resource</u> Oct 2021	Accessible Resource review & volunteer skills development	3	- Tackling a complex discussion topic from which people with cognitive communication needs can be excluded - Promoting inclusion, acceptance, diversity and equality within the organisation and beyond - Creating freely available resource on important topic
<u>Kindness & Inclusive Communication Easy Read Resource</u> Nov 2021	Accessible Resource creation	8	- Empowering through insight & awareness - creating sharable resource for people with cognitive communication challenges - Giving ownership to educate support staff teams and others
<u>Thankful Christmas Decoration Accessible Resource</u> Dec 2021	Accessible Resource creation & wellbeing craft activity	7	- Promoting wellbeing through gratitude practice & mindful craft - Creating sharable resource - Enjoying shared relaxation activity



2022

<u>Mindfulness Easy Read Resource</u> Jan 2022	Accessible Resource creation & wellbeing activity	7	- Promoting wellbeing & good mental health - Providing accessible resource for people who may struggle to access mainstream services
In-house Mental Capacity Resources Review Feb 2022	Accessible Resource & Training review	8	- Empowering through awareness of rights - Giving ownership through coproducing internal training - Skills development through learning & revising - Sense-checking internal content
<u>Internet Safety Easy Read Resource</u> Feb 2022	Accessible Resource creation	8	- Promoting internet safety for those particularly at risk online - Informal training for members who support others online - Sabring online safeguarding best practice
Royal College of Speech & Language Therapists 5 Year Vision Resource review Feb 2022	Accessibility review & feedback	6	- Contributing to accessibility practice of National body - Skills development in complex policy area - Developing commercial opportunities
Organisational Values – design & review Feb 2022	Accessible Resource review & volunteer skills development	7	- Reviewing & revisiting coproduced organisational values - Working with volunteer to develop accessible designs - Developing internal Consultation - Skills development through Talking Mats & other approaches
<u>Easter Easy Read & Quiz</u> Mar 2022	Accessible Resource creation & activity	7	- Co-devising shareable activity - Learning & knowledge development - Having fun

Leadership & Development Opportunities

Include Choir Steering Group

The Include Choir Steering Group continued to work hard throughout the year to liaise with members, feedback about The Include Choir service and suggest ways the organisation could improve practice. They worked alongside the Board to ensure good governance and collaborative working and members were delighted to feature on the National Learning Disabilities & Autism Leaders' List for 2021 in the Work and Education category.



Increasing Supported Volunteering

The organisation was joined by 7 new supported volunteers in 21-22, from within existing membership, where people chose to develop skills and take on further responsibilities and through external volunteering recruitment. In addition to the digital supported volunteering roles within the Champions and Steering Group, the reopening of physical services meant that supported volunteering roles within in-person activities could be redeveloped and training restarted for mainstream volunteers in how to support and empower supported volunteers at the choir or other activities.

Although infection control measures limited some activity, new roles have developed including managing online access to sessions, facilitating the Zoom choir, interviewing guests and inducting new members.

The supported volunteer program will continue as services are re-established and new staff are being recruited to further develop the service.



Training

Provision of inclusive communication training for care-providers and businesses largely ceased due to the restrictions of the pandemic, and the organisation needed to focus limited capacity on direct service-provision for people with cognitive communication needs. However, Include.org maintained its high standards of inclusive communication training expected for its volunteers in 2021-22.



Training was delivered initially online, and when permitted / practical, in person.

- 30 volunteers and staff were trained in basic inclusive communication skills
- 16 received Level 1 Makaton Training
- 7 received Level 2 Makaton Training

Monthly sessions for a local service provider which modelled good communication practice for care staff, while providing meaningful activities for service-users continued throughout 21-22

2 Workshops were delivered to 35 students considering careers in medicine, raising awareness of the importance of inclusive communication and the mental capacity act for people with cognitive communication needs.

Pre and post measures indicated gains in knowledge in communication and rights, helping create a more informed and inclusive medical workforce for the future

In addition, awareness-raising talks were provided for over 100 people in 3 local non-profit organisations, helping us further raise awareness of communication disability and the reasonable adjustments we can all make as a community.



Research & Development

Include.org continued to contribute to research and development in the field of inclusion and inclusive communication.

Charity partnership continued with the Erasmus IDEAL (Improved Digital Education for All Learners) research project, contributing to the development of Inclusive Digital Pedagogy across Higher and Further Education in Europe.

Academic partners include the Universities of Sussex, Turin, Thessaly, Centre for Lifelong Learning, Kainotomia, Turin Institute of the Deaf, Nevşehir Hacı Bektaş Veli University (Turkey) UVAC (University Vocational Awards Council) and the Further Education Consortium. Further information about IDEAL is available through [UVAC](#) or on the [project website](#).

Charity Partnership also continued with the multi-award-winning medical communication app, [CardMedic](#), which aims to overcome communication barriers and reduce patient health inequalities. CardMedic has been recognised by Healthcare Global as one of the top ten digital healthcare apps for 2021; Include.org continues to work together with Cardmedic and a range of stake-holders to develop and improve the accessible version of the app.



OUR IMPACT

We measure the impact of our services upon people with communication needs and those around them, through a Theory of Change model which evaluates performance against 3 key strands. These three strands of Inclusion, Communication and Empowerment are further subdivided into the areas where we aim to make the biggest impact:

- Inclusion
 - Wellbeing
 - Community Engagement
 - Reducing Loneliness
- Communication
 - Increased understanding
 - New skills
 - New knowledge
- Empowerment
 - Increased confidence
 - Understanding communication rights
 - Increased decision-making opportunity

In 2021- 2022, we also measured our performance against risk management in the context of Covid-19, which confirmed our members felt our members felt safe and that risk management strategies were proportionate.

Feedback Mechanisms

We measure impact through a range of qualitative and quantitative measures, using inclusive communication techniques to ensure we maximise the opportunity for people with cognitive communication needs to give their views on the support and service they receive from Include.

In addition to gathering feedback from our direct beneficiaries with cognitive communication needs (primarily learning disabilities and autism), we also obtain information from all other groups we support, train and educate; family members, support staff who attend activities, audience members, volunteers and recipients of training and workshops – including students, healthcare professionals and those working in social care or the third sector.

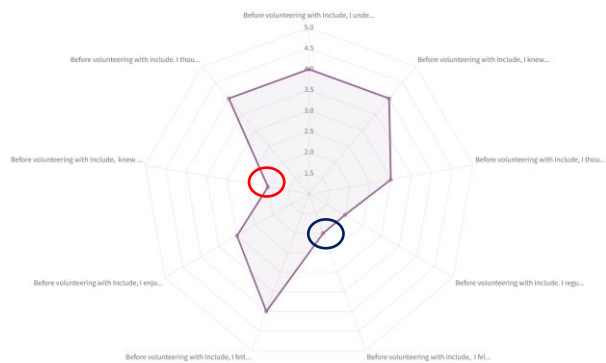
This year, with the initial increase in online volunteers brought by the Covid-19 pandemic, we have also focused on how our activities and training have helped to build more inclusive communities outside the charity, through our volunteer training and skills development.

Volunteers & Training

The social model of disability (Oliver '83, Scope '22) is clear that people are disabled by barriers in the community, rather than by their innate handicaps. By shining a light on communication disability and providing inclusive communication training, Include.org breaks down those barriers by increasing awareness, knowledge and skill. We use an Impact Star pre and post data comparison model to measure increases in confidence and awareness of communication need as well as acquisition of inclusive communication skills to check the validity of our assumptions and make changes as needed.

Examples: Volunteer pre & post comparison

Volunteer 1: Pre-Measure: May 2021



Post-Measure Jan 2022



1. I understand the impact that communication difficulty has on someone's life: $2 < 5$
2. I feel confident interacting with people with communication needs: $2 < 4$

Volunteer 2: Pre & Post measures – direct comparison: June 2021 / January 2022



These graphs illustrate the gains in understanding, knowledge, skills and confidence that volunteers gain through working with Include. When there are discrepancies and apparent loss of skills, we are able to investigate further. Negative scores indicate a lack of understanding or insight into lack of skills which has been addressed through volunteering.

Qualitative data gathered from volunteers and members gives examples of how skills, knowledge and confidence in the area of communication difficulty have benefited others, for example:

Member 1: used Makaton signing learned at The Include Choir with a distressed patient with Down Syndrome she met in her hospital role. The lady was highly distressed on the hospital ward and not communicating with staff; our choir member was able to significantly reduce distress and improve engagement when she signed 'look at the dog', holding the patient's attention, calming her and building a relationship through her preferred communication method, after which, she was able to engage with hospital staff.

Supported Volunteer 2: was able to use Makaton / BSL signs to tell a hearing-impaired gentleman met on a bus that he had forgotten his water bottle, and from there, strike up a conversation.

In this way, Include.org continues to spread inclusion and reduce the isolation of people with communication needs, beyond the charity's direct activities.

Qualitative Feedback

Qualitative data is regularly gathered from beneficiaries, families and other stakeholders to help us measure our impact, develop a deeper understanding of our theory of change and to adapt services accordingly, as needed.

Members with cognitive communication needs, families and other partners all showed their appreciation for continuing our services online as well as in person:

'As an organisation we benefit greatly from interaction from other external activity providers. Include has remained supportive and committed to providing the people we support with fun, challenging, engaging musical activity to suit so many changes and requirements. The ability to create interaction sessions whatever the event has been superb.'

Helen, Programmes Manager: Active Prospects



'The Zoom sessions have been an absolute lifeline for Ellie. They have needed such skill and enthusiasm.'

Sue, Mum of Include Member, Ellie



'Include.org creates and sustains a 'family' feel to the organisation. The commitment and drive of its CEO, staff and trustees is exemplary. It enriches the lives of local people: services users and their carers, people who volunteer with Include and all people experience joy and happiness from coming into contact with the service.'

Yvonne, Partnerships Officer: Reigate & Banstead Borough Council



'The Include Choir Is really important to us. We love it.'

Philip & Simon, Include Members



When we sing and perform, we are one. There is no ability or disability. There is no "staff" and "client". Each member has a vital role within the group and each member makes an equal contribution. I see Include Choir as a precious resource. It is inclusive, friendly, educational, creative, therapeutic, pride-inducing and supported by an amazing team of volunteers.

James, Support Worker

Include.org is truly humbled and proud to receive this level of positive feedback from all our stakeholders and we look forward to continuing to inspire the same levels of satisfaction and impact in our services in 2022- 2023.

Quantitative Measures

Between 2021-2022, we provided specialist communication services and community activities for a range of beneficiaries. Monitoring the impact of remote online service provision such as

YouTube and social media activity is complex and a work in progress. Similarly, further work is needed to effectively capture the community impact of Include.org's work and the impact our support has on family members.

The table below measures only the beneficiaries with whom we have had direct, measurable interaction. Membership of online groups is provided separately.

Beneficiary Group	Total measurable numbers reached
People with learning disabilities, autism or other communication needs (members – in person)	66
People with learning disabilities, autism or other communication needs (online only members)	39
People with learning disabilities, autism or other communication needs (non-members) – Roadshows / Online Outreach Sessions	53
Total number of people with learning disabilities, autism and other communication needs reached.	158

Beneficiary Group	Total numbers reached
Membership of Online Facebook Choir (with and without communication needs)	354

This year, we were able to reintroduce in-person methods of gathering information, which enabled us to be more inclusive of members who find abstract information outside the here and now difficult to process.

It was not possible to gather feedback from all our members due to ongoing fluctuations in attendance due to covid and lack of staff support. The sample (n=37) is broadly representative of our wider membership

Members were asked if they agreed, partially agreed or disagreed with the following statements, in line with an abbreviated version of our theory of change model.

Key Impact Areas	Area of Gain	Statement	% agree
Inclusion	Mental Health & Wellbeing	Include Choir makes me feel happy	98
	Community Engagement	The Include Choir helps me feel part of a community	95
	Reducing Loneliness	I have met new people or made new friends at The Include Choir	90
Communication	Increased Understanding	I have learned new things at The Include Choir	93
	New Skills	I have learned skills at The Include Choir	95
	New Knowledge	Include Choir helps me understand what inclusive communication is	88
Empowerment	5	The Include Choir helps people see that inclusive communication is a right / important	98
	6	The Include Choir helps me feel more confident (about communicating)	92
	9	I help to make decisions at The Include Choir	86
Covid Risk Management	10	I feel that The Include Choir has done enough to reduce the risks of Covid-19	95



Fundraising activities

Although Government restrictions on activity due to Covid- 19 were significantly reduced; ongoing unpredictability, widespread caution and a careful risk management approach, due to the vulnerability of our members, meant that there were still limitations on the usual community fundraising activities. We remained unable to achieve our aim of becoming a charity partner for Run Reigate (the most significant local fundraising event of the year and overall, there were far fewer opportunities to partner in local, well-established, community events.

Nevertheless, we were able to start to redevelop the organisation's local profile and raise a small amount through participation in a few, carefully selected outdoor events, and by entering a team of staff and volunteer runners to raise funds through sponsorship at Run Reigate.



The majority of community fundraising efforts focused on an online match funding Campaign in December – The Big Give Challenge, based on the success of the previous year's fundraising campaign. Using our experience from our first attempt at online match-funding, we recruited additional volunteers to support the campaign in in Quarter 3 and set an ambitious fundraising target of £20,000 -which we met and exceeded.

This year, we remained significantly reliant on Grants from Trusts and Foundations, and recognise the ongoing need to diversity income streams, as well as starting to look into more long-term funding opportunities and we are working on our funder pipeline to identify larger scale bids which reflect the growth and impact of the organisation.

We reintroduced our nominal membership fees which ceased in 2020, and have been working with our steering group of members and other stakeholders to establish a more sustainable membership fee structure, without excluding any members experiencing financial hardship.

Although training delivery and paid performance opportunities remained limited this year, we continued to generate a small amount of income from delivering outreach activities to local care services, and by reviewing documents from a perspective of accessibility and inclusion for external organisations, including The Samaritans and Royal College of Speech and Language Therapists. We will continue to explore ways of developing all these revenue streams in the future, as a matter of priority.

FINANCIAL REVIEW

Financial position

The charity's financial position is reviewed annually at the trustees' meeting held to approve the year end accounts.

Principal funding sources

For the year ended 31 March 2022, the charity's total income was £130,249; £67,249 up on last year. This represents the continuing growth and extended range of the charity's activities since its formation in 2018.

It should also be noted that a significant proportion of these funds (£43,750) were restricted for projects commencing in 2022-23 – primarily establishing a second Include Choir, with speech and language therapy support.

£88,071 relates to grants and donations awarded from the following donors - Community Foundation for Surrey, The National Lottery Community Fund, Garfield Weston Foundation, Reigate & Banstead Borough Council, Surrey County Council, Mencap & the Erasmus IDEAL project - each of which is classified as restricted funds within the accounts.

These restricted funds have covered a significant proportion of delivery costs (staff and other) for the year ended 31st March 2022. Remaining staffing costs have been covered by designated reserves, with thanks to senior staff continuing to donate pro bono hours where needed.

The remaining income was generated from small non restricted grants, income earned from outreach and training work, nominal membership fees (restarted in 2022) and an abundance of kind donations. It also includes the gift aid claim submitted for all applicable donations this year.

Expenditure

We have been able to maintain the increased size, service delivery and impact of the charity thanks to the increased generosity and breadth of our supporters. We are committed to attracting the highest calibre of staff, to make the greatest impact for our beneficiaries and therefore pay contracted staff in accordance with fair pay structures. Anticipated expenditure was reduced this year due to delays in recruitment, but the Trustees recognise the need for all staff to be paid for the hours and expertise they provide now and in the future. The Board also recognises the need to continue to invest resources and skills in developing our impact measures and pipeline to sustain the increased costs of running the charity at its current size. The funds that we have noted as designated and unrestricted funds in these accounts will not see us through to the end of the financial year unless further funding is secured.

Reserves policy



The charity has relatively few specific long-term commitments but the Trustees are mindful of the need to designate a proportion of the unrestricted reserves, alongside funds restricted for the purpose, to ensure that the charity meets its increased staffing, resource and overhead costs. This will allow us to run current and planned activities for up to 6 months (3 months full operational costs and 3 months reduced operations), in the event that no further funds were forthcoming.

The current unrestricted reserves balance is £34,301 and the Trustees recommend that £25,211 is transferred to designated reserves, as shown in note 10 of these accounts. This will cover a proportion of the predicted core costs for the next financial year, allowing the charity to maintain our target free reserves of £10,000.

This reserves policy takes into account the need for financial stability and reduced risk of understaffing in a sustainable organisation, enabling us to meet the significant beneficiary need and long-term strategic goals.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.



Recruitment and appointment of new trustees

The charity is required to have a minimum of 4 trustees; as at 31st March 2022 it had 9.

Although 2 Trustees resigned during the year, we were able to quickly recruit 3 new Trustees to address skills gaps. We continue to prioritise Trustee recruitment and inclusive Governance with a particular focus on increasing representation both of our beneficiary group and of people from the BAME community. We are also actively seeking a new Chair of Trustees.

Potential new trustees meet with the board, provide references and subject to satisfactory interview and accepting the responsibilities required by the Charity Commission, will be co-opted on to the board; the appointment is ratified at the AGM.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Charity's Board is made up of 9 Trustees. 3 new Trustees were recruited in 20-21, reflecting the need for strong Governance and a wider range of experience as the Charity grows.



The Founder & CEO, Alix Lewer, brings over 15 years' experience as a speech and language therapist. She has worked in the NHS as both a speech and language therapist and Safeguarding Adults Lead – bringing a range of relevant skills. She was presented with the Royal College of Speech & Language Therapists' Giving Voice Award in 2019 for a *'tireless commitment to highlighting inclusive communication and creating environments where people with speech, language and communication difficulties feel welcome and accepted.'* She received the Giving Voice award again in 2021 for specific work around supported decision making in end-of-life care

The CEO is supported by a small team of dedicated part-time contracted staff (between 10-20 hours per week), enabling us to sustain the growth of the previous year, as demand for services and beneficiary need continues to be high. In addition to additional session practitioners, the core staff team expanded and the Inclusive Communications Manager, Volunteer Coordinator, Administrator and Finance Officer were joined by a Business Development Manager, whose 1 year contract significantly improved the network and reach of the organisation.

Funding was secured at the end of the year for a more substantial speech and language therapy post which we look forward to filling. This will increase SLT capacity and clinical expertise in the organisation, which is needed to grow our training programme and scale delivery.

There is an ongoing reliance on the voluntary contribution of leadership staff, which the Board are aware of and continue to address, in order to reduce organisational risk and increase sustainability and stability for the future.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Mr J Van Laer – Acting Chair
Mr N Leach - Treasurer
Ms C L Dawson
Mr F Osman
Mr D Hill
Ms Victoria Hatcher (appointed 17/02/22)
Ms Sofia Yermo-Moore
Ms Harriet Ayhan (appointed 25/10/21)
Ms R C Watson (resigned 12/01/2022)
Ms Julide Troedson – Chair (Resigned 10/10/21)

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Approved by order of the board of trustees on 27th November 2022 and signed on its behalf by:

A handwritten signature in dark ink, appearing to be 'N Leach', written over a faint horizontal line.

N Leach - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE INCLUDE PROJECT

Independent examiner's report to the trustees of The Include Project ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Date: 27/11/2022

THE INCLUDE PROJECT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		41,335	88,071	129,406	53,646
Charitable activities					
Performance & outreach fees		663	-	663	600
Other trading activities	2	<u>180</u>	<u>-</u>	<u>180</u>	<u>8,754</u>
Total		42,178	88,071	130,249	63,000
EXPENDITURE ON					
Raising funds		8,284	-	8,284	6,364
Charitable activities					
Performance & outreach costs		33,778	31,746	65,524	38,951
Support costs		4,916	6,001	10,917	11,695
Governance costs		<u>1,665</u>	<u>732</u>	<u>2,397</u>	<u>1,746</u>
Total		<u>48,643</u>	<u>38,479</u>	<u>87,122</u>	<u>58,756</u>
NET INCOME/(EXPENDITURE)		(6,465)	49,592	43,127	4,244
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>42,302</u>	<u>5,790</u>	<u>48,092</u>	<u>43,848</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>35,837</u></u>	<u><u>55,382</u></u>	<u><u>91,219</u></u>	<u><u>48,092</u></u>

THE INCLUDE PROJECT

BALANCE SHEET 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	6	2,514	-	2,514	2,740
CURRENT ASSETS					
Stocks	7	1,047	-	1,047	605
Debtors	8	1,809	-	1,809	8,230
Cash at bank and in hand		<u>36,638</u>	<u>62,126</u>	<u>98,764</u>	<u>42,631</u>
		39,494	62,126	101,620	51,466
CREDITORS					
Amounts falling due within one year	9	(6,171)	(6,744)	(12,915)	(6,114)
NET CURRENT ASSETS		<u>33,323</u>	<u>55,382</u>	<u>88,705</u>	<u>45,352</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		35,837	55,382	91,219	48,092
NET ASSETS		<u>35,837</u>	<u>55,382</u>	<u>91,219</u>	<u>48,092</u>
FUNDS	10				
Unrestricted funds				35,837	42,302
Restricted funds				<u>55,382</u>	<u>5,790</u>
TOTAL FUNDS				<u>91,219</u>	<u>48,092</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 26th July 2022 and were signed on its behalf by:

N Leach - Trustee

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 25% on cost
Computer equipment - 25% on cost

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

2. OTHER TRADING ACTIVITIES

	31.3.22	31.3.21
	£	£
Merchandise	180	28
Fund raising events	<u>-</u>	<u>8,726</u>
	<u>180</u>	<u>8,754</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.22	31.3.21
	£	£
Depreciation - owned assets	1,904	1,503
Deficit on disposal of fixed assets	<u>24</u>	<u>274</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 2021

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	22,646	31,000	53,646
Charitable activities			
Performance & outreach fees	600	-	600
Other trading activities	<u>8,754</u>	<u>-</u>	<u>8,754</u>
Total	32,000	31,000	63,000
EXPENDITURE ON			
Raising funds	2,039	4,325	6,364
Charitable activities			
Performance & outreach costs	7,506	31,445	38,951
Support costs	3,231	8,464	11,695
Governance costs	1,713	33	1,746
	<u>14,489</u>	<u>44,267</u>	<u>58,756</u>
Total	14,489	44,267	58,756
NET INCOME	17,511	(13,267)	4,244
Transfers between funds	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds	17,511	(13,267)	4,244

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	24,791	19,057	43,848
TOTAL FUNDS CARRIED FORWARD	<u>42,302</u>	<u>5,790</u>	<u>48,092</u>

6. TANGIBLE FIXED ASSETS

	Plant and machinery £	Computer equipment £	Totals £
COST			
At 1 April 2021	1,534	4,477	6,011
Additions	1,049	653	1,702
Disposals	<u>-</u>	<u>(95)</u>	<u>(95)</u>
At 31 March 2022	<u>2,583</u>	<u>5,035</u>	<u>7,618</u>
DEPRECIATION			
At 1 April 2021	1,025	2,246	3,271
Charge for year	645	1,259	1,904
Eliminated on disposal	<u>-</u>	<u>(71)</u>	<u>(71)</u>
At 31 March 2022	<u>1,670</u>	<u>3,434</u>	<u>5,104</u>
NET BOOK VALUE			
At 31 March 2022	<u>913</u>	<u>1,601</u>	<u>2,514</u>
At 31 March 2021	<u>509</u>	<u>2,231</u>	<u>2,740</u>

7. STOCKS

	31.3.22 £	31.3.21 £
Stocks	<u>1,047</u>	<u>605</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	937	506
Other debtors	-	6,889
Prepayments	<u>872</u>	<u>835</u>
	<u>1,809</u>	<u>8,230</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	12,915	6,114
Accrued expenses	<u>-</u>	<u>-</u>
	<u>12,915</u>	<u>6,114</u>

10. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	11,962	(7,965)	30,340	34,337
Redhill Round Table 2022	-	1,500	-	1,500
Designated reserves	<u>30,340</u>	<u>-</u>	<u>(30,340)</u>	<u>-</u>
	42,302	(6,465)	-	35,837
Restricted funds				
Peoples Health Trust	3,326	(3,326)	-	-
Community Foundation for Surrey 2021	2,257	(2,257)	-	-
Mencap Let's Get Digital	-	688	-	688
Community Foundation for Surrey 2022	-	1,685	-	1,685
Surrey County Council: Surrey Downs Better Care Fund	-	40,000	-	40,000
Surrey County Council: Nature Connectedness	-	3,750	-	3,750
National Lottery 2021	-	152	-	152
Erasmus – IDEAL	-	8,156	-	8,156
Community Foundation for Surrey - Core	-	951	-	951
Reigate & Banstead Small Grant 2021	207	(207)	-	-
	<u>5,790</u>	<u>49,592</u>	<u>-</u>	<u>55,382</u>
TOTAL FUNDS	<u>48,092</u>	<u>43,127</u>	<u>-</u>	<u>91,219</u>

THE INCLUDE PROJECT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	36,878	(44,843)	(7,965)
East Surrey Mencap	2,800	(2,800)	-
Arnold Clark Community Fund	1,000	(1,000)	-
Redhill Round Table 2022	1,500	-	1,500
	<u>42,178</u>	<u>(48,643)</u>	<u>(6,465)</u>
Restricted funds			
Peoples Health Trust	-	(3,326)	(3,326)
Community Foundation for Surrey 2021	-	(2,257)	(2,257)
Reigate & Banstead Small Grant 2021	-	(207)	(207)
Mencap: Let's Get Digital	6,500	(5,812)	688
Gatwick Airport Community Trust	2,400	(2,400)	-
Reigate & Banstead Small Business Grant 2022	2,000	(2,000)	-
National Lottery Community Fund 2022	10,000	(9,848)	152
Erasmus: IDEAL	11,421	(3,265)	8,156
Reigate & Banstead Council	2,000	(2,000)	-
Community Foundation for Surrey - Core	5,000	(4,049)	951
Community Foundation for Surrey 2022	5,000	(3,315)	1,685
Surrey County Council: Surrey Downs Better Care	40,000	-	40,000
Surrey County Council: Nature Connectedness	<u>3,750</u>	<u>-</u>	<u>3,750</u>
	<u>88,071</u>	<u>(38,479)</u>	<u>49,592</u>
TOTAL FUNDS	<u>130,249</u>	<u>(87,122)</u>	<u>43,127</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	3,617	20,940	(12,595)	11,962
Run Reigate	3,245	-	(3,245)	-
School for Social Entrepreneurs	3,429	(3,429)	-	-
Designated reserves	14,500	-	15,840	30,340
	<u>24,791</u>	<u>17,511</u>	<u>-</u>	<u>42,302</u>
Restricted funds				
Peoples Health Trust	5,081	(1,755)	-	3,326
Community Foundation for Surrey 2021	2,642	(385)	-	2,257
National Lottery Community Fund	6,553	(6,553)	-	-
Royal College of SLT	38	(38)	-	-
Griffiths / Flinn Donation	4,293	(4,293)	-	-
Redhill Round Table	450	(450)	-	-
Reigate & Banstead Small Grant 2021	-	207	-	207
	<u>19,057</u>	<u>(13,267)</u>	<u>-</u>	<u>5,790</u>
TOTAL FUNDS	<u>43,848</u>	<u>4,244</u>	<u>-</u>	<u>48,092</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	32,000	(11,060)	20,940
School for Social Entrepreneurs	-	(3,429)	(3,429)
	<u>32,000</u>	<u>(14,489)</u>	<u>17,511</u>
Restricted funds			
Peoples Health Trust	-	(1,755)	(1,755)
Community Foundation for Surrey 2021	6,000	(6,385)	(385)
National Lottery Community Fund	-	(6,553)	(6,553)
Royal College of SLT	-	(38)	(38)
Griffiths / Flinn Donation	-	(4,293)	(4,293)
Redhill Round Table	-	(450)	(450)
National Lottery COVID 19	10,000	(10,000)	-
Gatwick Airport Community Trust	2,000	(2,000)	-
Reigate & Banstead Medium Grant 2021	5,000	(5,000)	-
Reigate & Banstead Small Grant 2021	2,000	(1,793)	207
Community Foundation for Surrey COVID 19	5,000	(5,000)	-
The Bailey Thomas Charitable Fund	<u>1,000</u>	<u>(1,000)</u>	<u>-</u>
	<u>31,000</u>	<u>(44,267)</u>	<u>(13,267)</u>
TOTAL FUNDS	<u>63,000</u>	<u>(58,756)</u>	<u>4,244</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	3,617	12,975	17,745	34,337
Run Reigate	3,245		(3,245)	-
School for Social Entrepreneurs	3,429	(3,429)	-	-
Redhill Round Table	-	1,500	-	1,500
Designated reserves	<u>14,500</u>	<u>-</u>	<u>(14,500)</u>	<u>-</u>
	24,791	11,046	-	35,837
Restricted funds				
Peoples Health Trust	5,081	(5,081)	-	-
Community Foundation for Surrey 2021	2,642	(2,642)	-	-
National Lottery Community Fund	6,553	(6,553)	-	-
Royal College of SLT	38	(38)	-	-
Griffiths / Flinn Donation	4,293	(4,293)	-	-
Redhill Round Table	450	(450)	-	-
Mencap	-	688	-	688
Community Foundation for Surrey	-	1,685	-	1,685
Surrey County Council	-	40,000	-	40,000
Surrey Nature Connection	-	3,750	-	3,750
National Lottery 2021	-	152	-	152
Ideal	-	8,156	-	8,156
Community Foundation for Surrey - Core	-	951	-	951
	<u>19,057</u>	<u>36,325</u>	<u>-</u>	<u>55,382</u>
TOTAL FUNDS	<u>43,848</u>	<u>47,371</u>	<u>-</u>	<u>91,219</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	68,878	(55,903)	12,975
School for Social Entrepreneurs		(3,429)	(3,429)
East Surrey Mencap	2,800	(2,800)	-
Arnold Clark Community Fund	1,000	(1,000)	-
Redhill Round Table 2022	1,500	-	1,500
	<u>74,178</u>	<u>(63,132)</u>	<u>11,046</u>
Restricted funds			
Peoples Health Trust		(5,081)	(5,081)
Community Foundation for Surrey 2021	6,000	(8,642)	(2,642)
National Lottery Community Fund		(6,553)	(6,553)
Royal College of SLT		(38)	(38)
Griffiths / Flinn Donation		(4,293)	(4,293)
Redhill Round Table		(450)	(450)
National lottery COVID 19	10,000	(10,000)	-
Gatwick Airport Community Trust	2,000	(2,000)	-
Reigate & Banstead Medium Grant 2021	5,000	(5,000)	-
Reigate & Banstead Small Grant 2021	2,000	(2,000)	-
Community Foundation for Surrey COVID19	5,000	(5,000)	-
The Bailey Thomas Charitable Fund	1,000	(1,000)	-
Mencap: Let's Get Digital	6,500	(5,812)	688
Gatwick Airport Community Trust	2,400	(2,400)	-
National Lottery 2021	10,000	(9,848)	152
Reigate & Banstead Small Grant 2022	2,000	(2,000)	-
Ideal: ERASMUS Research project	11,421	(3,265)	8,156
Reigate & Banstead Council	2,000	(2,000)	-
Community Foundation for Surrey 2022	5,000	(4,049)	951
SCC: Surrey Downs Better Care Fund	40,000	-	40,000
Community Foundation for Surrey – Core	5,000	(3,315)	1,685
SCC: Surrey Nature Connectedness Fund	3,750	-	3,750
	<u>119,071</u>	<u>(82,746)</u>	<u>36,325</u>
TOTAL FUNDS	<u>193,249</u>	<u>(145,878)</u>	<u>47,371</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	36,973	14,461
Grants	89,071	38,500
Membership fees	<u>3,362</u>	<u>685</u>
	129,406	53,646
Other trading activities		
Merchandise	180	28
Fund raising events	<u>-</u>	<u>8,726</u>
	180	8,754
Charitable activities		
Performance & outreach fees	<u>663</u>	<u>600</u>
Total incoming resources	130,249	63,000
EXPENDITURE		
Raising donations and legacies		
Wages	8,075	6,300
Other trading activities		
Opening merchandise stock	605	637
Merchandise costs	651	32
Closing merchandise stock	<u>(1,047)</u>	<u>(605)</u>
	209	64
Charitable activities		
Wages	64,252	36,717
Music equipment	344	127
Communication resources & licences	<u>928</u>	<u>2,107</u>
	65,524	38,951
Support costs		
Management		
Rent	403	-
Insurance	155	167
Telephone	59	64
Postage and stationery	394	802
Advertising	886	723
Carried forward	1,897	1,756

THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	31.3.22 £	31.3.21 £
Management		
Brought forward	1,897	1,756
Sundries	28	29
Travel & catering costs	437	11
Repairs & renewals	178	484
Computer expenses	3,024	3,155
Staff training	3,235	3,856
Subscriptions	140	140
Recruitment costs	50	488
Plant and machinery	645	383
Computer equipment	1,259	1,119
Loss on sale of tangible fixed assets	<u>24</u>	<u>274</u>
	10,917	11,695
Governance costs		
Accountancy fees	1,440	900
Professional fees	957	846
Bad debts	<u>-</u>	<u>-</u>
	<u>2,397</u>	<u>1,746</u>
Total resources expended	<u>87,122</u>	<u>58,756</u>
Net income	<u><u>43,127</u></u>	<u><u>4,244</u></u>

THE INCLUDE PROJECT

England & Wales - Charity number 1177785

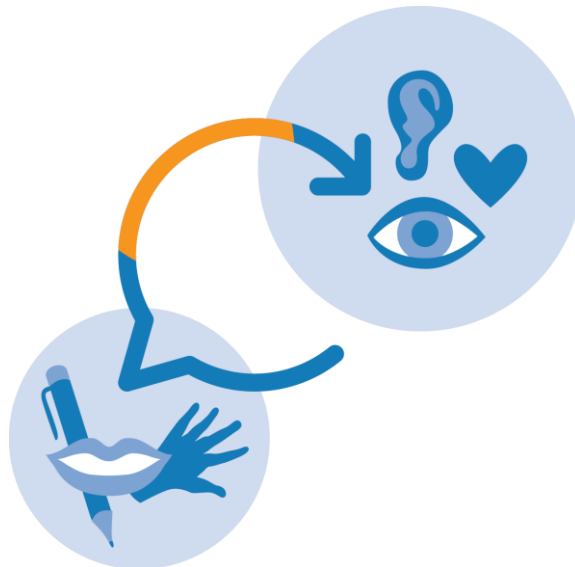
Accounts

**REPORT OF THE TRUSTEES
and
UNAUDITED FINANCIAL STATEMENTS**

**for the year ended
31 MARCH 2021**

for

THE INCLUDE PROJECT



THE INCLUDE PROJECT

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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Detailed Statement of Financial Activities	21 to 22

THE INCLUDE PROJECT
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021



The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of the Charities SORP (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES



Objectives and aims

The objectives of the charity are:

- a) The relief of those in need by reason of communication, memory or learning difficulties; and
- b) The promotion of social inclusion amongst those who have communication, learning or memory difficulties and who are socially excluded from society, or parts of society as a result of their disability; through such training, education and sources as the trustees deem appropriate.

Public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. The trustees have referred to the recommendations contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in setting the grant making policy for the year.

Vision & Mission

The charity's mission is to break down barriers for people with communication needs.

Based on speech and language therapy research, best practice in health and social care, and the views of our beneficiaries, we believe that this can best be achieved by providing opportunities for inclusion, inclusive activities and training in inclusive communication.

Our vision is a world with:

- 1. Significantly better life chances for people with communication needs.**
- 2. Rapidly improved community awareness and knowledge.**
- 3. Changes in public policy to reduce barriers to inclusion.**

Include supports beneficiaries with learning and communication difficulties, and trains local community representatives, social care workers, health care staff and commercial organisations on how to work more effectively with people with communication needs, by:

- **Amplifying the visibility and voice of people with learning disabilities and/or autism**
- **Coproducing and delivering training in inclusive communication and the Mental Capacity Act, for health and social care providers, local community organisations, businesses and people with communication and learning needs**
- **Coproducing and delivering inclusive community activities like The Include Choir, building confidence, skills, friendships and awareness of rights**

We use and teach Makaton Signing and other evidence based inclusive communication techniques to raise awareness of the need for inclusive communication, and to develop skilled communication partners in the community. We train in Surrey, London and the South East and perform locally and nationally, raising awareness of inclusive communication, the Mental Capacity Act and the capabilities and potential of people with communication needs.

THE INCLUDE PROJECT

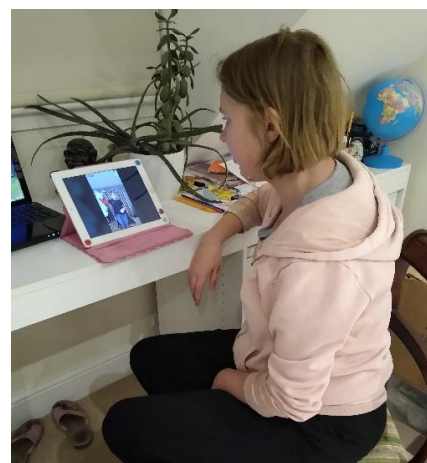
REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Prior to March 2020, we ran weekly Include Choir sessions in St John's Church Redhill, and performed and delivered training across Surrey and London - but due to Covid-19, the decision was made to close the physical choir on 15th March and from 18th March, all sessions, activities and training subsequently developed ran online.

We are very proud of the speed with which we pivoted services; we have continued to engage, empower and support people with communication needs, and raise awareness of the need for and right to inclusive communication. The need for our services has always been much greater than many realise - and has increased dramatically due to the increased marginalisation, exclusion and isolation brought about by Covid-19.



In order to meet the changed and increased needs of the people we support, we tripled our volunteer team, increased our staff team and quadrupled the number of weekly sessions we deliver, thanks to the willingness of staff to volunteer their time.

Services Delivered

In contrast to the previous year where we ran one regular session at a local level only, weekly service delivery and reach increased dramatically this year, in response to heightened demand, the needs of our beneficiaries, and the additional access afforded by online delivery. By the end of the year, we had increased services fourfold.

Membership of The Include Choir Online increased from 80 local members to over 300 on Facebook Live and remains free for people across the UK to access. This has led to a growing number of people joining the charity's other services from further afield. This positive membership gain has, however, been offset by the significant digital exclusion of adults in receipt of care services, due to lack of access support. This has meant that our only contact with some former local members has been through phone and mail contact, leading to the development of an accessible magazine and activity service.

The full range of activities delivered between 1st April 2020 and 31st March 2021 is listed below - noting that much informal pastoral support and liaison took place outside structured sessions, via phone and secure social media platforms.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

Regular Sessions

Activity	Description	Number	Benefit
Include Choir Online	Inclusive music & communication sessions delivered weekly via Facebook Live	45	Maintaining community inclusion Maintaining skills Maintaining and developing new friendships
Virtual Choir Videos	Creatively empowering people and learning signs through weekly video sharing a song which teaches the Makaton charity Sign of the Week youtube.com/c/theincludechoir	45	Awareness Raising Empowerment Ensuring voice of people with cognitive communication needs are heard Members take responsibility for active contribution
Virtual Tea Breaks	Structured and facilitated inclusive news and topic sharing sessions for members with understanding and / or speaking difficulties on Zoom	42	Maintaining friendships Supported to share stories and feelings Feeling listened to Providing structure Developing self-advocacy skills Skills development for volunteers
The Include News	Easy Read & latterly Audio newsletter collating members news & key information, circulated via email	42	Connection with friends Access to accessible information Facilitation of interaction with care staff
Sing, Sign and Smile	Inclusive music & communication sessions delivered weekly via Zoom	39	Learn & practice inclusive communication skills Physical & psychological benefits of singing Virtual Social Activity
Chat and Chill Sessions	Facilitated anxiety sharing, accessible information signposting & mindful body percussion for members identified as being at particularly high risk of isolation or mental health difficulties.	7	Pastoral support Facilitated exploration of anxieties Provision of accessible information for purposes of self-advocacy & support Mindfulness for wellbeing & stress management
Include & Reconnect Magazine	Monthly Mail Out of accessible information, crafts & activities to connect & inform local members who were digitally excluded	6	Maintained contact with members at risk of exclusion Supported discussion with care providers Provided accessible information and meaningful activity
Steering Group	Continuation of member-led Steering Group to inform decision-making and prioritisation of resources	4	Coproduction and leadership opportunities Direct Liaison with Board
Pastoral & accessible information Support	Maintenance of social media groups & contact via phone & Whatsapp	Ongoing	Supported community contact Safeguarding & monitoring Provision of accessible information Supported onward referrals

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

Training

This is a vital part of Include's work; however, during 2020-21 face to face training was curtailed and online training in health and social care services challenging to deliver due to lack of capacity for all parties. Nonetheless, we continued to develop human resources to build more inclusive communities through internal and ad hoc training: 30 volunteers were trained in basic inclusive communication skills, 16 received Level 1 Makaton Training and 8 external attendees also received Level 1 Makaton Training. Monthly sessions for a local service provider which modelled good communication practice for care staff, while providing meaningful activities for service-users ran from December 2020.



Despite the fact that CSR support to develop an existing online training package for health and social care providers ceased due to Covid, additional funding was secured, and new staff and volunteers recruited to focus on training development so that we are ready to meet the increased training needs within health and social care, when the pandemic is no longer restricting delivery.

Coproduction and Self-Advocacy



Although a very limited amount of training could be delivered, we continued to develop resources and our focus on co-production in training design and assessment (both inhouse and for external partners like CardMedic, an App designed to support communication in hospital settings). We used a range of creative digital methods to explore the topics of key importance to our membership and ensured they were discussed within group Zoom sessions, in our Steering Group or through one to one support, where needed. Members continued to assist with online presentations to external providers and to make decisions about content and delivery.

Collective Song Writing proved a uniquely effective method of making Covid guidance more accessible for our members and allowing a means of creative self-expression about the emotional consequence of the pandemic.

Performances

Sadly, this year, no live performances to raise awareness of inclusive communication, or workshops where members present directly to health and social care professionals about their right to good communication support, were possible. Nonetheless, The Include Choir took part in 19 local and national virtual performances, helping to ensure that the voices and faces of people with learning and communication needs were not forgotten during the pandemic. Taking part in a virtual festival all the way up in Scotland, being part of Learning Disability England's Virtual Annual Conference and winning the local Harlequin Theatre's 'Live from Lockdown' Competition were real boosts for our members – and we can't wait to sing on a real stage again!

Impact

We measure the impact of our services upon people with learning and communication needs and those around them, through a Theory of Change model which measures against 3 subdivided areas: Inclusion, Empowerment and Communication. We gathered a range of case studies which can be seen on www.include.org/home-page/blog and, using a mix of facilitated zoom sessions, polls, remote Talking Mats and SurveyMonkey questionnaires, gathered the following feedback from 14 representative participants.

Members were asked if they agreed, partially agreed or disagreed with the following statements, in line with an abbreviated version of our theory of change model. Some questions were omitted as we felt that either we had not been able to focus on them this year (Rights under the MCA) or it was difficult to replicate the benefit in an online context (using a full range of inclusive communication techniques).

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

Areas of Gain

	Area of Gain	Statement	Yes- a lot	Yes - a bit	No
			%	%	%
Include	Wellbeing	Include Online helps me to feel good	100	-	-
	Community Engagement	The Include Choir Online helps me feel part of the community	85	7.5	7.5
	Friendship	I have contact with friends because of Include Online	100	-	-
Empower	Empowerment	I help to make decisions at Include Online	64	21	15
	Confidence	The Include Choir helps me feel more confident about communicating	92	-	8
Communicate	Knowledge	I have learned new things at Include Online	85	7.5	7.5
	Skill	I can do new things because of Include Online	78	22	-

Feedback from members, families and community partners



'You and your team are doing a brilliant job. It is so difficult for many who are vulnerable or who have a disability to make sense of lockdowns and the include group is a real light in their lives'. Carol, Mother of Member, Rosie

'I want people to understand this choir is a lifeline to those who have communication issues {...} during a pandemic as well as during 'normal times.' John, BCC Chair

'I've really enjoyed my time with the choir so far on the zoom calls. The choir is really special to me and I'd like the choir to keep going for many years.' Chloe, Member

'The integration of information about COVID into accessible formats that highlight good daily health management for the service users has been astounding and of high quality'.

Professor Celia Harding, Division of Language & Communication Science, City University



Fundraising activities

Due to the restrictions imposed by Covid-19, we were not able to carry out any of our usual community fundraising activities, or achieve our aim of becoming a charity partner in local, well-established, community events.

Due to limited resources and staff capacity, we had no online fundraising activities already set up so, in addition to applying to Trusts and Foundations for emergency grant funding during the first part of the financial year, we focused efforts on recruiting and mobilising volunteers to support our part-time staff members in communications and fundraising.

The majority of fundraising efforts focused on a match funding Campaign in December – The Big Give Challenge. As we had no experience in this field, we set a conservative fundraising target of £5000 which we exceeded by 90%. The quality of our campaign was recognised by The Big Give and earned us their Small Charity of the Year Award, adding a further £1000 to the total and bringing the funds raised to double the initial target – closer to the real funding needs of the organisation.



THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW



Financial position

The charity's financial position is reviewed annually at the trustees' meeting held to approve the year end accounts.

Principal funding sources

For the year ended 31 March 2021, the charity's total income was £63,000; £19,860 up on last year. This represents the continuing growth of the charity since its formation in 2018, and is a significant achievement considering the curtailment of all community fundraising opportunities, performance and training fees due to Covid-19. This figure is made more impressive by the fact it was reached despite the charity's decision to cease all nominal membership fees for beneficiaries, and provide all services for free between April 2020 and the end of December 2020, given the individual economic uncertainty that the pandemic had created.

£31,000 relates to grants and donations awarded from the following donors - Community Foundation for Surrey, The National Lottery, Garfield & Weston, Reigate & Banstead Borough Council, The Bailey Thomas and Gatwick Airport Community Trusts, each of which is classified as restricted funds within the accounts.

These restricted funds have covered most delivery costs (staff and other) for the year ended 31st March 2021, thanks, in large part to the willingness of key staff to contribute significant hours of their time on a pro bono basis, in an extension of the start-up phase of the organisation, due to circumstances. Moving forward into the current year we will be utilising our designated funds to cover these costs as this funding has now run out and no further grants, apart from a small grant from Reigate & Banstead Borough Council, have been secured.

The remaining income of £32,000 was generated from small non restricted grants, outreach work, nominal membership fees (restarted in 2021) and an abundance of kind donations. It also includes the gift aid claim submitted for all applicable donations since the charity's formation.

Expenditure

The costs overall have increased significantly due to various reasons, relating to Covid-19 and the rapid growth of service delivery and reach; also because of the charity's commitment to pay the majority of contracted staff in accordance with the tireless work they do to support the community through The Include Project. The Trustees recognise the need to continue this progression so that all staff are paid for the hours and expertise they provide in the future. However; the Board also recognises that the funds that we have noted as designated and unrestricted funds in these accounts will not see us through to the end of the financial year unless further funding is secured.

Reserves



In line with the charity's policy, the Trustees are mindful of the need to designate a proportion of the unrestricted reserves, alongside funds restricted for the purpose, to ensure that the charity meets its increased staffing, resource and overhead costs to run current and planned activities for up to 6 months.

From the total unrestricted reserves of £42,302, the Trustees recommend designating £30,340; this comprises 3 months full current staffing and operational costs and 3 months reduced operational costs.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document



The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The charity is required to have a minimum of 4 trustees and as at 31st March 2021 it had 7.

The trustees are constantly reviewing their skills set and representation; when needed, we seek new trustees through local and national volunteer agencies, social media and through personal contacts. Our current priority is to increase representation both of our beneficiary group and of people from the BAME community.

Potential new trustees meet with the board, provide references and subject to satisfactory interview and accepting the responsibilities required by the Charity Commission, will be co-opted on to the board; the appointment is ratified at the AGM.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Charity's Board is made up of 7 Trustees, including a newly appointed and experienced Chair and Vice Chair, recruited in recognition of the need for strong leadership and Governance as the charity grows.



The Founder & CEO, Alix Lewer, was presented with the Royal College of Speech & Language Therapists' Giving Voice Award in 2019 for a *'tireless commitment to highlighting inclusive communication and creating environments where people with speech, language and communication difficulties feel welcome and accepted.'*

The CEO is supported by a small team of dedicated part-time contracted staff (each averaging 10-12 hours per week), which has significantly grown during the pandemic, in recognition of the increased demand for services and in line with existing strategy. During the 2nd and 3rd quarters of this year, the existing Choir Coordinator took on a Comms leadership role and was joined in the Staff Team by part-time Volunteer Coordinator, Administrator and Finance Assistant, as well as two additional session practitioners.

Thanks to funding from the National Lottery, we were able to recruit 2 part-time speech and language therapists on a short, fixed-term contract to assist with resource and training development. We hope to secure further funding to enable this work to continue and to help us scale our impact in the years ahead. In the meantime, the speech and language therapy expertise, along with much of the administrative and leadership work continues to be provided on a voluntary basis. The impact of this arrangement on capacity for service-delivery is recognised by the Board and the staffing needs are regularly reviewed as we strive to balance the need for a robust and sustainable structure against the financial constraints of a relatively new charity.

THE INCLUDE PROJECT

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31 MARCH 2021

In addition to new roles and extended hours secured through new funding this year, the Board would also like to acknowledge the significant number of hours contributed voluntarily by existing staff throughout the duration of the pandemic thus far, which has enabled the organisation to grow and maintain stability of staffing and support.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177785

Registered office

37 South Mead
Redhill
RH1 2EL

Trustees

Ms J Troedson - Chair (appointed 9.7.20)
Mr J Van Laer - Vice-Chair (appointed 9.7.20)
Mr N Leach - Treasurer
Ms C L Dawson
Mr F Osman
Mr D Hill
Ms R C Watson (appointed 9.7.20)
Ms G L Haley (resigned 1.7.20)
Mr R A Beaumont (appointed 28.5.20) & (resigned 21.1.21)

Independent Examiner

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Approved by order of the board of trustees on 26th July 2021 and signed on its behalf by:

A handwritten signature in dark ink, appearing to be 'N Leach', written over a faint horizontal line.

N Leach - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE INCLUDE PROJECT

Independent examiner's report to the trustees of The Include Project ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Emma Reed FCCA
EJK Associates
22 Nansen Road
London
SW11 5NT

Date: 26th July 2021

THE INCLUDE PROJECT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		22,646	31,000	53,646	33,412
Charitable activities					
Performance & outreach fees		600	-	600	5,098
Other trading activities	2	<u>8,754</u>	<u>-</u>	<u>8,754</u>	<u>4,630</u>
Total		32,000	31,000	63,000	43,140
EXPENDITURE ON					
Raising funds		2,039	4,325	6,364	7,643
Charitable activities					
Performance & outreach costs		7,506	31,445	38,951	10,103
Support costs		3,231	8,464	11,695	7,613
Governance costs		1,713	33	1,746	3,041
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total		14,489	44,267	58,756	28,400
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET INCOME/(EXPENDITURE)		17,511	(13,267)	4,244	14,740
RECONCILIATION OF FUNDS					
Total funds brought forward		24,791	19,057	43,848	29,108
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD		<u>42,302</u>	<u>5,790</u>	<u>48,092</u>	<u>43,848</u>

The notes form part of these financial statements

THE INCLUDE PROJECT

BALANCE SHEET 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	6	2,740	-	2,740	2,562
CURRENT ASSETS					
Stocks	7	605	-	605	637
Debtors	8	7,279	951	8,230	5,284
Cash at bank and in hand		<u>37,792</u>	<u>4,839</u>	<u>42,631</u>	<u>40,045</u>
		45,676	5,790	51,466	45,966
CREDITORS					
Amounts falling due within one year	9	(6,114)	-	(6,114)	(4,680)
NET CURRENT ASSETS		<u>39,562</u>	<u>5,790</u>	<u>45,352</u>	<u>41,286</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		42,302	5,790	48,092	43,848
NET ASSETS		<u>42,302</u>	<u>5,790</u>	<u>48,092</u>	<u>43,848</u>
FUNDS	10				
Unrestricted funds				42,302	24,791
Restricted funds				<u>5,790</u>	<u>19,057</u>
TOTAL FUNDS				<u>48,092</u>	<u>43,848</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

continued...

THE INCLUDE PROJECT

BALANCE SHEET - continued
31 MARCH 2021

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 26th July 2021 and were signed on its behalf by:

A handwritten signature in black ink, appearing to be 'N Leach', written over a faint, illegible printed name.

N Leach - Trustee

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 25% on cost
Computer equipment - 25% on cost

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

2. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Merchandise	28	1,385
Fund raising events	<u>8,726</u>	<u>3,245</u>
	<u>8,754</u>	<u>4,630</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Depreciation - owned assets	1,503	1,105
Deficit on disposal of fixed assets	<u>274</u>	<u>188</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	5,500	27,912	33,412
Charitable activities			
Performance & outreach fees	5,098	-	5,098
Other trading activities	<u>4,630</u>	<u>-</u>	<u>4,630</u>
Total	15,228	27,912	43,140
EXPENDITURE ON			
Raising funds	1,006	6,637	7,643
Charitable activities			
Performance & outreach costs	1,104	8,999	10,103
Support costs	3,444	4,169	7,613
Governance costs	2,600	441	3,041
Total	<u>8,154</u>	<u>20,246</u>	<u>28,400</u>
NET INCOME	7,074	7,666	14,740
Transfers between funds	<u>(1,171)</u>	<u>1,171</u>	<u>-</u>
Net movement in funds	5,903	8,837	14,740

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	18,888	10,220	29,108
TOTAL FUNDS CARRIED FORWARD	<u>24,791</u>	<u>19,057</u>	<u>43,848</u>

6. TANGIBLE FIXED ASSETS

	Plant and machinery £	Computer equipment £	Totals £
COST			
At 1 April 2020	1,534	2,887	4,421
Additions	-	1,955	1,955
Disposals	<u>-</u>	<u>(365)</u>	<u>(365)</u>
At 31 March 2021	<u>1,534</u>	<u>4,477</u>	<u>6,011</u>
DEPRECIATION			
At 1 April 2020	641	1,218	1,859
Charge for year	384	1,119	1,503
Eliminated on disposal	<u>-</u>	<u>(91)</u>	<u>(91)</u>
At 31 March 2021	<u>1,025</u>	<u>2,246</u>	<u>3,271</u>
NET BOOK VALUE			
At 31 March 2021	<u>509</u>	<u>2,231</u>	<u>2,740</u>
At 31 March 2020	<u>893</u>	<u>1,669</u>	<u>2,562</u>

7. STOCKS

	31.3.21 £	31.3.20 £
Stocks	<u>605</u>	<u>637</u>

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	506	5,284
Other debtors	6,889	-
Prepayments	<u>835</u>	<u>-</u>
	<u>8,230</u>	<u>5,284</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	6,114	3,830
Accrued expenses	<u>-</u>	<u>850</u>
	<u>6,114</u>	<u>4,680</u>

10. MOVEMENT IN FUNDS

	At 1.4.20	Net movement	Transfers	At
	£	in funds	between	31.3.21
		£	funds	£
Unrestricted funds				
General fund	3,617	20,940	(12,595)	11,962
Run Reigate	3,245	-	(3,245)	-
School for Social Entrepreneurs	3,429	(3,429)	-	-
Designated reserves	<u>14,500</u>	<u>-</u>	<u>15,840</u>	<u>30,340</u>
	24,791	17,511	-	42,302
Restricted funds				
Peoples Health Trust	5,081	(1,755)	-	3,326
Community Foundation for Surrey	2,642	(385)	-	2,257
National Lottery Community Fund	6,553	(6,553)	-	-
Royal College of SLT	38	(38)	-	-
Griffiths / Flinn Donation	4,293	(4,293)	-	-
Redhill Round Table	450	(450)	-	-
Reigate & Banstead Small Grant	-	207	-	207
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	<u>19,057</u>	<u>(13,267)</u>	<u>-</u>	<u>5,790</u>
TOTAL FUNDS	<u>43,848</u>	<u>4,244</u>	<u>-</u>	<u>48,092</u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	32,000	(11,060)	20,940
School for Social Entrepreneurs	<u>-</u>	<u>(3,429)</u>	<u>(3,429)</u>
	32,000	(14,489)	17,511
Restricted funds			
Peoples Health Trust	-	(1,755)	(1,755)
Community Foundation for Surrey	6,000	(6,385)	(385)
National Lottery Community Fund	-	(6,553)	(6,553)
Royal College of SLT	-	(38)	(38)
Griffiths / Flinn Donation	-	(4,293)	(4,293)
Redhill Round Table	-	(450)	(450)
National lottery COVID 19	10,000	(10,000)	-
Gatwick Airport Community Trust	2,000	(2,000)	-
Reigate & Banstead Medium Grant	5,000	(5,000)	-
Reigate & Banstead Small Grant	2,000	(1,793)	207
Community Foundation for Surrey COVID19	5,000	(5,000)	-
The Bailey Thomas Charitable Fund	<u>1,000</u>	<u>(1,000)</u>	<u>-</u>
	<u>31,000</u>	<u>(44,267)</u>	<u>(13,267)</u>
TOTAL FUNDS	<u><u>63,000</u></u>	<u><u>(58,756)</u></u>	<u><u>4,244</u></u>

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	18,888	400	(15,671)	3,617
Run Reigate	-	3,245	-	3,245
School for Social Entrepreneurs	-	3,429	-	3,429
Designated reserves	-	-	14,500	14,500
	18,888	7,074	(1,171)	24,791
Restricted funds				
Peoples Health Trust	2,646	1,265	1,171	5,082
Community Foundation for Surrey	7,574	(4,933)	-	2,641
National Lottery	-	6,553	-	6,553
Royal College of SLT	-	38	-	38
Griffiths / Flinn Donation	-	4,293	-	4,293
Redhill Round Table	-	450	-	450
	10,220	7,666	1,171	19,057
TOTAL FUNDS	<u>29,108</u>	<u>14,740</u>	<u>-</u>	<u>43,848</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	7,983	(7,583)	400
Run Reigate	3,245	-	3,245
School for Social Entrepreneurs	4,000	(571)	3,429
	15,228	(8,154)	7,074
Restricted funds			
Peoples Health Trust	7,613	(6,348)	1,265
Community Foundation for Surrey	(1)	(4,932)	(4,933)
National Lottery	10,000	(3,447)	6,553
Royal College of SLT	250	(212)	38
Griffiths / Flinn Donation	6,000	(1,707)	4,293
Consultancy fee donation	3,600	(3,600)	-
Redhill Round Table	450	-	450
	27,912	(20,246)	7,666
TOTAL FUNDS	<u>43,140</u>	<u>(28,400)</u>	<u>14,740</u>

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	18,888	21,340	(28,266)	11,962
Run Reigate	-	3,245	(3,245)	-
Designated reserves	<u>-</u>	<u>-</u>	<u>30,340</u>	<u>30,340</u>
	18,888	24,585	(1,171)	42,302
Restricted funds				
Peoples Health Trust	2,646	(490)	1,171	3,327
Community Foundation for Surrey	7,574	(5,318)	-	2,256
Reigate & Banstead Small Grant	<u>-</u>	<u>207</u>	<u>-</u>	<u>207</u>
	<u>10,220</u>	<u>(5,601)</u>	<u>1,171</u>	<u>5,790</u>
TOTAL FUNDS	<u><u>29,108</u></u>	<u><u>18,984</u></u>	<u><u>-</u></u>	<u><u>48,092</u></u>

continued...

THE INCLUDE PROJECT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	39,983	(18,643)	21,340
Run Reigate	3,245	-	3,245
School for Social Entrepreneurs	<u>4,000</u>	<u>(4,000)</u>	<u>-</u>
	47,228	(22,643)	24,585
Restricted funds			
Peoples Health Trust	7,613	(8,103)	(490)
Community Foundation for Surrey	5,999	(11,317)	(5,318)
National Lottery Community Fund	10,000	(10,000)	-
Royal College of SLT	250	(250)	-
Griffiths / Flinn Donation	6,000	(6,000)	-
Redhill Round Table	450	(450)	-
National Lottery COVID 19	10,000	(10,000)	-
Gatwick Airport Community Trust	2,000	(2,000)	-
Reigate & Banstead Medium Grant	5,000	(5,000)	-
Reigate & Banstead Small Grant	2,000	(1,793)	207
Community Foundation for Surrey			
COVID19	5,000	(5,000)	-
The Bailey Thomas Charitable Fund	<u>1,000</u>	<u>(1,000)</u>	<u>-</u>
	<u>55,312</u>	<u>(60,913)</u>	<u>(5,601)</u>
TOTAL FUNDS	<u>106,140</u>	<u>(87,156)</u>	<u>18,984</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	14,461	8,228
Grants	38,500	22,862
Membership fees	<u>685</u>	<u>2,322</u>
	53,646	33,412
Other trading activities		
Merchandise	28	1,385
Fund raising events	<u>8,726</u>	<u>3,245</u>
	8,754	4,630
Charitable activities		
Performance & outreach fees	<u>600</u>	<u>5,098</u>
Total incoming resources	63,000	43,140
EXPENDITURE		
Raising donations and legacies		
Wages	6,300	6,597
Other trading activities		
Opening merchandise stock	637	-
Merchandise costs	32	1,683
Closing merchandise stock	<u>(605)</u>	<u>(637)</u>
	64	1,046
Charitable activities		
Wages	36,717	9,043
Music equipment	127	307
Communication resources & licences	<u>2,107</u>	<u>753</u>
	38,951	10,103
Support costs		
Management		
Rent	-	1,080
Insurance	167	152
Telephone	64	-
Postage and stationery	802	628
Advertising	723	480
Carried forward	1,756	2,340

This page does not form part of the statutory financial statements

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THE INCLUDE PROJECT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	31.3.21 £	31.3.20 £
Management		
Brought forward	1,756	2,340
Sundries	29	20
Travel & catering costs	11	1,656
Repairs & renewals	484	457
Computer expenses	3,155	920
Staff training	3,856	842
Subscriptions	140	85
Recruitment costs	488	-
Plant and machinery	383	383
Computer equipment	1,119	722
Loss on sale of tangible fixed assets	<u>274</u>	<u>188</u>
	11,695	7,613
Governance costs		
Accountancy fees	900	850
Professional fees	846	2,141
Bad debts	<u>-</u>	<u>50</u>
	<u>1,746</u>	<u>3,041</u>
Total resources expended	<u>58,756</u>	<u>28,400</u>
Net income	<u><u>4,244</u></u>	<u><u>14,740</u></u>

This page does not form part of the statutory financial statements